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ABSTRACT

Intended to encourage the appropriate and informed use of resource sharing mechanisms and services through the establishment of common policies and procedures throughout Indiana, this manual brings together in one document a description of current resource sharing activities in the state, codifies general practices, and provides guidelines based on existing interlibrary loan patterns. In order to facilitate review, use, and revision, it is organized so that each major aspect of resource sharing is dealt with in a separate part. These aspects include interlibrary loan guidelines, reciprocal borrowing, document delivery, and distribution and revision policy and procedure. Within each part the material is arranged so that the policy governing an operation is presented before the procedure by which it is carried out. Policies are printed on white paper and procedures on yellow to facilitate use. Fourteen appendices present additional reference material including a user comment sheet. (RAA)

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THE INDIANA LIBRARY RESOURCE SHARING MANUAL

Prepared by

The Interlibrary Loan Task Force
Network Coordinating Committee
Indiana State Library Advisory Committee

February 1982

IR010276

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PART I: INTRODUCTION

Section A: Forward
Section B: Resource Sharing in Indiana
Section C: Use of this manual

PART I. INTRODUCTION
A. FORWORD

This manual results from the efforts of many Indiana librarians. Specifically, the Network Coordinating Committee (NCC) of the Indiana State Library Advisory Committee (ISLAC) appointed a Task Force to review interlibrary loan in Indiana. The specific charge to the task force was:

> "To gather, review and analyze pertinent statistics in order to recommend a new phased-in statewide ILL plan for all Indiana libraries. Suggested topics for study and review include among others: TWX, OCLC, the present ILL code, communications, and standards for statistics."

The results of the Task Force deliberations are presented in this report.

The composition of the Task Force changed over a period of time. Former members of the Task Force are: Harold Baker, Indiana State University Library; Dan Fast, Stone Hills Area Library Services Authority; Sharon Wiseman, Indiana State Library; and Larry Griffin and Jim Self, Indiana University Libraries. The Task Force was appointed by Earl Tannenbaum, Indiana State University Library, who served as Chairperson of the Network Coordinating Committee. The support given to the Task Force by Mr. Tannenbaum was vital in getting its work underway and he is hereby acknowledged. Mr. Ray Ewick, Director of the Indiana State Library, in addition to encouraging this effort, made available the resources necessary to issue and distribute this publication.

We also with to acknowledge assistance provided to us by the staff of the Extension Division of the Indiana State Library, ALSAs, INCOLSA, and the many librarians who helped throughout the study.

And finally, special mention is due Debra Renbarger of INCOLSA who formatted and typed this manual. Comments about this report should be sent to the attention of the Network Coordinating Committee in care of the Indiana State Library.

Interlibrary Loan Task Force

Barbara Evans Markuson (INCOLSA) (Chairperson)

Elizabeth Booth-Poor (Bartholomew County Public Library)

Dave Bucove (Anderson-Anderson Stony Creek Twp. Library)

Peggy Curran (Naval Weapons Support Center Library)

Adele Hoskins (Scientific Library, Eli Lilly & Co.)

Jim Kennedy (Lilly Library, Earlham College)

Sara Laughlin (Stone Hills Area Library Services Authority)

Robert Miller (University of Notre Dame Library)

Mary Oppman (Portage Twp. Schools)

Martha Roblee (Indiana State Library)

B. RESOURCE SHARING IN INDIANA

A long-range objective of the Network Coordinating Committee of the Indiana State Library Advisory Council is improved services to users through effective interlibrary cooperation. Traditionally, resource sharing has been a focal point of interlibrary cooperation. Network technology, the information explosion, and economic pressures have stimulated increased resource sharing activity. It seemed useful, therefore, to try to bring together in one document a description of current resource sharing activities in Indiana.

This manual reflects our current state of resource sharing. The section on interlibrary loan is quite detailed; in contrast there is at present little to say about document delivery as a statewide service.

Both the Indiana Governor's Conference on Library and Information Services and the White House Conference on Library and Information Services emphasized the need for improved interlibrary networking to meet the information needs of our citizens. This manual is an effort toward this larger goal.

C. USE OF THIS MANUAL

This manual concentrates on resource sharing from a statewide perspective. Its objective is to encourage appropriate and informed use of resource sharing mechanisms and services. As each library adopts and follows common policies and procedures, more efficient sharing should result and user services should improve.

Since no statewide resource sharing or ILL Code now exists, this manual codifies general practices and provides guidelines based on existing interlibrary loan patterns. The intent of this manual is not to impose rigid guidelines, but to offer several options as described along with recommended procedures for each.

To facilitate review, use, and revision, this manual is organized so that each major aspect of resource sharing is dealt with in a separate part. Within each part, the material is arranged so that the policy governing an operation is presented before the procedure by which it is carried out.

To facilitate use of the manual, policies and procedures are interleaved but printed on paper of different color. The Appendix presents additional reference material which either could not be readily accomodated in the text or which might be of interest to the majority of users.

Plans are to issue revisions and updates to this manual on an annual basis. A comment sheet is provided in Appendix M. Please duplicate this sheet and forward your suggestions so that this manual can be improved each year.

This manual may be duplicated for wider dissemination within each library as required. Questions or interpretation of the manual should be referred to the Extension Division of the Indiana State Library.

PART II: INTERLIBRARY LOAN GUIDELINES

Section A: Introduction
Section B: Borrowing Policy and Procedures
Section C: Lending Policies and Procedures
Section D: Interlibrary Loan Reporting and Statistics
Section E: Interlibrary Loan Glossary

PART II - ILL GUIDELINES
Section A: INTRODUCTION

Background Information

Library users have the right to pursue all possible avenues in seeking information. To help them overcome the information limits inherent in any given local collection, libraries have negotiated over the years various interlibrary arrangements to open other collections to their users. These arrangements include: visiting privileges, reciprocal borrowing, deposit and revolving collections and interlibrary loan. This section focuses on the interlibrary loan method of user access.

To help prevent possible abuses of this cooperative service it is common to negotiate certain protocols, policies, and procedures. Thus, the National Interlibrary Loan Code describes those arrangements that have been negotiated at the broadest, i.e. nationwide, level. This code, in general, restricts interlibrary loan privileges to users needing material for "serious study" and "research." (The National Interlibrary Loan Code is presented in Appendix A of this manual.)

To supplement this code, many states have adopted codes that are more liberal. These codes allow users to seek materials on interlibrary loan for educational, recreational, and cultural purposes in addition to serious study and research. As well, these state codes have tended to be more liberal in the types of materials that may be borrowed.

Thus, the tradition has been established that the state responsibility for meeting user information needs through interlibrary loan is broader than the national responsiblility. Among factors contributing to this tradition are:

1) the idea that the user should be given as rapid service as possible and that document delivery is distance dependent,

2) the belief that resources should be accessed in a hierarchical fashion - e.g., local area, state, regional, national, and international, both to distribute the load and to improve speed of delivery as noted above,

3) the fact that, when information about holdings was limited, a few large research libraries bore the brunt of national interlibrary loan, and

4) Federal funding for interlibrary services (e.g. LSCA) was distributed at the state level, whereas no national funding is

made available for inter-state interlibrary loan services.

Over the past several decades, then, interlibrary loan has become an essential service for libraries of all types that want to help their users obtain information without being limited by the budget and scope of the local collection. However, it is a strong tenet of librarianship that interlibrary loan is an adjunct to, and not a substitute for, collection development at the local library. Each library must maintain a collection adequate to meet most of the information needs of its primary clientele.

Users are best served when interlibrary loan operates efficiently, with as few restrictions as possible. Both users and libraries share responsibility if the interlibrary system is to work well. While interlibrary loan is one of the best examples of public and private resource sharing, it rests basically on the assumption of equity. When all is said and done, no library is funded to serve another library's users and interlibrary loan is inherently far more expensive than a local loan. In general, interlibrary loan has not been recognized as a library function requiring a line item in the budget - it has been supported from "good will." As users make more sophisticated demands on local collections, interlibrary loan has increased and the need for more consistency and standardization of procedure has become apparent. This manual recommends actions needed and practices to be followed to promote an increasingly effective interlibrary loan service for Indiana library users.

If your library should choose to participate in interlibrary loan, serveral maxims should guide your provision of an ILL service.

1. Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy.
2. The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan policy and procedural documents and aids.
3. Since interlibrary loan costs time and money, policies and procedures need to be planned carefully to increase efficiency.
4. Keep the users' needs in mind because they are the ultimate beneficiaries of interlibrary loan services.

Before initiating each interlibrary loan request each library should to consider four other alternatives:

1. Has there been a reference interview which uncovered the fact that the prospective interlibrary loan borrower did not use your own library effectively and that your collection can actually meet the user's needs?
2. Is there a continuing demand for the requested material

so that your library should buy it rather than borrow it?

3. Is reciprocal borrowing a better solution for the user than interlibrary loan?
4. Would it be more efficient, in the case of requests for periodical and serial articles, to purchase the needed article or issue from a reprint supplier?

A consideration of these alternatives can reduce the expense and increase the effectiveness of interlibrary loan service.

There are two general sets of circumstances leading to an ILL request: The librarian may independently determine that ILL is necessary to satisfy user needs; or a patron may specifically request such service. Local policies and procedures are needed for both situations. This manual is designed to aid the library in dealing with both of these approaches to ILL.

ORGANIZATION OF PART II

Part II, Interlibrary Loan Guidelines, is divided into sections by the borrowing and lending function, and their two related concerns of statistical record keeping and financial support. The borrowing and lending sections are divided into subsections by individual steps. Within each subsection, the material is divided into policy statements and procedures to be followed. The policy statements are printed first on white paper. Immediately following each policy are specific procedures relating to the policy. The procedures are printed on a different color paper to enable the reader of this manual to readily distinguish policy from procedure. It is hoped that this arrangement will facilitate the use of the manual in staff training by allowing a staff member to easily find the correct procedure to follow for each policy.

Section B: BORROWING POLICY

1. BORROWING POLICY - Responsibilities of Borrowing Libraries

1. A. General (BORROWING POLICY - Responsibilities)

1) Interlibrary borrowing does not relieve any library of the responsibility of developing its own collection and providing reference service so that the collection may be used effectively. Each library is expected to provide the resources to meet the usual needs of its users.

2) Borrowing libraries are responsible for defining users eligible for interlibrary loans but are encouraged to make interlibrary loans as broadly accessible as possible to every user.

3) Unless permitted by local or regional agreements, borrowing libraries will not ordinarily request:

a) Items in recurring demand in their own libraries;

b) Rare materials;

c) A large number of items and/or copies for one person at any one time from any single library;

d) Duplicates of titles already owned, unless the local copy is missing;

e) Unique materials that would be difficult or impossible to replace.

Section B: BORROWING PROCEDURE

1. BORROWING PROCEDURE - Responsibilities of Borrowing Libraries

1. A. General (BORROWING PROCEDURE - Responsibilities)

Each library shall establish local procedures to ensure compliance with the policies articulated in Section B:1.A.

1. B. ILL Interview (BORROWING POLICY - Responsibilities)

Borrowing libraries are responsible for interviewing prospective interlibrary loan users to be sure that they have used their local library effectively and that their requests are directly relevant to their needs.

1. B. ILL Interview (BORROWING PROCEDURE - Responsibilities)

An interview is an important first step when a user asks for an interlibrary loan. Goals of this interview are to determine whether the local library has been used effectively and whether the material requested is likely to satisfy the user's needs. Both of these goals can be met if the interviewer asks questions to elicit the following information:

1) Any deadline for the receipt of material.

2) The extent to which local resources have been utilized.

3) The specific purpose for which material is requested.

4) Source of cited publications

Depending on the answers to these questions, the library may recommend ILL or other modes of resource sharing. (Sample ILL interviews are included in Appendix B.)

1. C. Item Identification and Verification (BORROWING POLICY - Responsibilities)

The borrowing library should use standard bibliographic techniques to provide as complete a bibliographic verification as possible of requested materials. This will enable the lending library to determine quickly and easily if it has the item requested.

1. C. Item Identification and Verification (BORROWING PROCEDURE - Responsibilities)

1) General guidelines for citations.

If possible do not use initials or abbreviations unless these initials or abbreviations are the actual title of the item. Abbreviated citations, when the borrowing library is unable to interpret the abbreviation, must be cited exactly as given in the original reference. There will be times when all the information needed on a request will not be available, however requests should contain as much information as possible.

2) Item Verification

Verification means to establish the existence of a particular item and to supply a complete bibliographical citation. If a request cannot be verified, indicate this fact on the ILL request form with a notation of the sources checked, and if possible the specific source of reference from which the user learned about the item.

When an item is located in one of the verification tools, give the standard abbreviation or name of the source and as much information as necessary to verify the citation.

3) Suggested Tools and Sources

Below is a list of suggested tools and sources for bibliographic verification. Libraries having access to computer data bases will generally make this their first priority in searching.

Monograph Verification Tools and Sources

PUBLISHED SOURCES	STANDARD ABBREVIATION
American Book Publishing Record	ABPR
Cumulative Book Index	CBI
National Union Catalog	NUC
Monthly Catalog of U.S. Government Publications	MC
Wilson Standard Catalogs	
Applied Sciences and Technology Index	ASTI
Art Index	ARTI
Business Periodicals Index	BPI
Education Index	EDI
General Science Index	GSI
Humanities Index	HI
Social Science Index	SSI
Abstracting and indexing sources such as:	
Readers' Guide	RG
Index Medicus,	IM
Biological Abstracts,	BA
Books in Print	BIP
Forthcoming Books	FB
Paperbound Books in Print	PBIP
Booklist	
Library Journal	LJ
Book Review Digest	BRD
Publishers' Trade List Annual	PTLA

Monograph Verification Tools and Sources (cont'd)

COMPUTER DATA BASES

OCLC data base	OCLC
Bibliographic Retrieval Services	BRS
Lockheed Information Systems	DIALOG
System Development Corporation	SDC

Periodical and Serial Verification Tools and Sources

PUBLISHED SOURCES

Abstracting and indexing sources, such as

Ulrich's International Periodicals Directory	UIPD
Indiana Union List of Serials	IULS
New Serial Titles	NST
Other union lists	

COMPUTER DATA BASES

OCLC data base	OCLC
Indiana Union List of Serials (OCLC)	IULS

Audiovisual Materials Verification Tools and Sources

PUBLISHED SOURCES

Bowker's Educational Film Locator	
Limbacher's Feature Films on 8mm, 16mm, and videotape	
National Information Clearinghouse for Educational Materials	NICEM
National Union Catalog	NUC

COMPUTER DATA BASES

OCLC data base	OCLC

1. D. Location Identification (BORROWING POLICY - Responsibilities)

1) The borrowing library agrees to make every effort to locate material requested using locally available sources.

2) To make ILL work effectively, the borrowing library will normally follow a hierarchical order in its quest for materials: i.e., local, ALSA area, state, regional, national and international sources.

3) The State Resource Center libraries will not normally handle an ILL request for which location has not been verified.

1. D. Location Identification (BORROWING PROCEDURE - Responsibilities)

1) The borrowing library or ALSA Center is expected to use all sources available to it to determine the location of the material being requested.

2) When a specific location of a requested item is found, identify the holding library clearly and cite the source where the location information was found. When a location for a request has not been found indicate specifically on the request form: "Location not verified."

3) Some sources of location information are the following:

OCLC data base

Indiana Union List of Serials (IULS)

National Union Catalog (NUC)

National Library of Medicine Current Catalog (CATLINE)

Union List of Serials

Chemical Abstracts

New Serials Titles

Regional, State, ALSA and Local Union Lists

Union Catalogs

Specific Library Catalogs

1. E. Copyright law (BORROWING POLICY - Responsibilities)

The borrowing library is responsible for complying with the Copyright Law (Title 17, U.S. Code), and its accompanying guidelines. Further references on copyright are provided in the bibliography in Appendix N.

Current compliance policy requires that:

1) The borrowing library must indicate CCG or CCL on every request.

2) The borrowing library must maintain records of all requests for copies. These records must be retained for three calendar years.

3) Libraries are responsible for displaying copyright notices as required by the Copyright Law.

1. E. Copyright law (BORROWING PROCEDURE - Responsibilities)

1) Compliance with Copyright Law and Guidelines (CCG/GGL) - When making an interlibrary loan request, the requesting library must indicate either CCG (Conforms to Copyright Guidelines) or CCL (Conforms to Copyright Law) on the request.

a. CCG: Conforms to Copyright Guidelines - CCG will indicate that the request is in conformity to the "Guidelines for the Proviso of Subsection 108(g)(2)." These guidelines were developed by the National Commission on New Technological Uses of Copyrighted Works (CONTU), have become known as the CONTU Guidelines, and relate directly to interlibrary loan.

CCG is checked on the interlibrary loan request form, or the code CCG transmitted, when the request is in conformity with the CONTU Guidelines. Keep in mind that these Guidelines apply only to two general categories of materials: Copyrighted periodicals published within five years prior to the date of request, and excerpts from other printed works under copyright protection. CCG should be checked when:

i. A copyrighted periodical article less than five years old is requested. A library may receive from another library or archives up to five copies per calendar year of articles published in a given periodical within the last five calendar years. Only five may be received from that five year run. If the demand

is greater than five per year, the borrowing library should consider a subscription.

ii. A copyrighted article or excerpts from a book which the requesting library owns or has on order but which the borrowing library is unable to supply promptly. CCG is checked on the box of the form, but these requests are not charged against the five per year limitation.

iii. Excerpt from a copyrighted book. Every year for as long as that book is copyrighted, a library may receive five interlibrary loan photocopies of excerpts. If demand is beyond five per year, the requesting library should try to purchase the full work.

b. CCL: Conforms to Copyright Law - Use of the code CCL will mean that the request is legitimate because it is authorized elsewhere in the copyright law.

CCL is checked on the interlibrary loan request form, or the code CCL transmitted, when the request is legitimate because it is authorized by parts of the Copyright Law other than the CONTU Guidelines. CCL is transmitted under the following circumstances:

i. The request is for periodical material older than five years. A library might need and could receive more than five copies a year, according to the needs of the local users.

E. Copyright law (BORROWING PROCEDURE - Responsibilities)

iii. Use of Records

Before making a request, the borrowing library must check its records.

If the number of previous requests filled does not exceed the CONTU Guidelines, the request may be made.

If the request exceeds CONTU Guidelines, at least three courses of action are possible.

a) The library may borrow the original work.

b) The library may request permission from the copyright holder to make copies, with or without payment of a royalty.

c) The library may obtain the copy and pay the royalty through the Copyright Clearance Center. (See Appendix C.)

iv. Retention of Records

The copyright request file and the master file of interlibrary loan requests must be kept until the end of the third complete calendar year after the end of the calendar year in which a request shall have been made. Thus, for a request made on any date in 1978, the record must be retained until December 31, 1981. Information contained in the records should be statistically summarized before records are destroyed. The summary may be useful for the five year review mandated by Subsection 108 (i) of the Copyright Law as well as for internal management purposes.

E. Copyright law (BORROWING PROCEDURE - Responsibilities)

2) Copyright Notices and Warnings

The Copyright Revision Act of 1976 requires four (4) warnings and notices for libraries and archives in the reproduction or distribution of photocopied works. In instances a. and b. below, the suggested language was developed by the American Library Association/Reference and Adult Services Division/Interlibrary Loan Committee and approved by ALA. In instances c. and d. below, the language is a final regulation from the Copyright Office, Library of Congress, published in the Federal Register, November 16, 1977, p. 59264-5.

a. A notice of copyright must be included on the reproduction of any copyrighted work according to Subsection 108 (a) (3): The suggested wording is:

Notice: This material may be protected by copyright law (Title 17 U.S. Code).

A library may choose to stamp this sentence on the first piece of each item photocopied, to attach it to the glass on the photocopying equipment so that it is automatically transferred to each sheet, to attach a sticker bearing this notice to each item photocopied, or to use some other method whereby this message is affixed to all reproductions. This notice does not apply, however, for reproduction on unsupervised reproducing equipment, but only when the library or one of its employees is reproducing or distributing. (See b below)

E. Copyright law (BORROWING PROCEDURE - Responsibilities)

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Before making a request, the borrowing library must check its records.

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E. Copyright law (BORROWING PROCEDURE - Responsibilities)

b. A copyright warning notice must be displayed on unsupervised reproducing equipment located in a library or archives as required in Subsection 108 (f) (1).

Notice: The copyright law of the United States (Title 17 U.S. Code) governs the making of photocopies or other reproductions of copyrighted material. The person using this equipment is liable for any infringement.

This does not mean that the above notice must be displayed in or on departmental reproducing machines which are unsupervised, but only those which are located in a library or archives.

c. A "Display Warning of Copyright" is to be displayed at the place where orders for copies or phonorecords are accepted, e.g., interlibrary loan departments, copy centers where library staff accept orders from users, etc.

NOTICE
Warning Concerning Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the order would involve violation of copyright law.

E. Copyright law (BORROWING PROCEDURES - Responsibilities)

The warning shall consist of a verbatim reproduction of the above notice, printed on heavy paper or other durable material in type at least 18 points in size, and shall be displayed prominently, in such manner and location as to be clearly visible, legible, and comprehensible to a casual observer within the immediate vicinity of the place where orders are accepted.

d. For the "Order Warning of Copyright" required by Subsections 103(d) (2) and 108(e) (2):

The identical language in c. above, the "Order Warning of Copyright" is to be included on printed forms supplied by certain libraries and archives and used by their patrons for ordering copies or phonorecords. The warning shall be printed within a box located prominently on the order form itself, either on the front side of the form or immediately adjacent to the space calling for the name or signature of the person using the form. The notice shall be printed in type size no smaller than that used predominantly throughout the form, and in no case shall the type size be smaller than 8 points. The notice shall be printed in such manner to be clearly legible, comprehensible, and readily apparent to a casual reader of the form.

1. F. Form of requests (BORROWING POLICY - Responsibilities)

Requests may be made by mail on the standard American Library Association (ALA) form or on other printed forms used within local cooperative arrangements; by teletype (TWX); by OCLC; by telephone, when the lending library agrees; or by any other method agreed upon by borrowing and lending libraries for use within local cooperative arrangements.

1. F. Form of requests (BORROWING PROCEDURE - Responsibilities)

A sample ALA ILL request form is shown below. Sample completed ALA ILL forms are in Appendix E. These forms may be purchased from library suppliers.

1. F. Form of requests (BORROWING PROCEDURE - Responsibilities)

The elements necessary to complete the form for various types of material are listed below.

MONOGRAPH REQUESTS

When submitting author/title requests, include the following information:

Requesting library

Date of request

Author

Title

Publisher

Date of Publication

Edition

ISBN (if available)

Source of verification or source of reference

Date after which material is no longer needed, if applicable

Maximum cost

For government publications, include the following additional information:

Superintendent of Documents classification number

Item number

Issuing Agency

Date of issue

F. Form of requests (BORROWING PROCEDURE - Responsibilities)

PERIODICAL AND SERIAL REQUESTS

When submitting periodical and serial requests, include the following information:

Requesting library

Date of request

Title of periodical (serial)

Volume number

Date, including month and year, of article

Pages of article

Author of article

Title of article

ISSN (if available)

Source of verification and/or source of reference

Date after which material is no longer needed, if applicable

Maximum cost

Notation concerning compliance with copyright laws

CCL if request adheres to copyright law

CCG if request adheres to copyright guidelines*

*Any type of request that will result in photocopies being provided must carry the appropriate notation.

F. Form of requests (BORROWING PROCEDURE - Responsibilities)

A-V MATERIALS

Requesting library

Date of request

Title

Distributor or producer

Format

Date needed

Alternate date

Source of verification and/or source of reference

Maximum cost

2. SUBJECT REQUESTS (BORROWING POLICY - Responsibilities)

2. A. Subject requests, which are outside the scope of the national ILL code, are appropriate interlibrary loan requests only when there is an existing agreement for such services between the borrowing and lending library. This service is provided to member libraries by Area Library Service Authorities/ILL Reference and Referral Centers and to all libraries by the Indiana State Library. The borrowing library should make the subject request as specific as possible.

2. SUBJECT REQUESTS (BORROWING PROCEDURE - Responsibilities)

2. A. Because the processing of a subject request at the lending library is an atypical ILL routine, it generally will require referral to a reference librarian. To facilitate the efficient selection of appropriate material, the borrowing library should provide the following information:

Subject area of request with as much specificity as possible.

Appropriate user information, e.g. level of expertise, juvenile or adult.

Type of material required:
i. Beginning, general or advanced
ii. Popular or technical
iii. Format

Intended use of material.

Sources already used by requesting library or patron.

Deadline for receipt of material.

Maximum cost.

Number of items desired.

3. REQUEST TRANSMISSION (BORROWING POLICY - Responsibilities)

3. A. The borrowing library should follow policies set forth in Section B:1.D.2) above in seeking prospective lenders. In selecting a prospective lender the borrower should avoid placing an undue burden on any library that is not designated as an interlibrary loan resource center. In addition, ALSA members should familiarize themselves with transmission procedures and resource libraries within their own area.

3. B. For libraries transmitting requests through their ALSA center the following general policies apply.

The Area Library Services Authority Interlibrary Loan/Reference Referral Centers (ALSA ILL/RR Centers) will search both specific item requests and subject requests. These requests will be accepted from member libraries of all types and from non-member public libraries. The Centers are not required to search further than the contracting library collections for non-member public libraries, but will forward unfilled requests to the State Library. Non-member school, special, and academic libraries within the area should submit their requests to other channels or directly to the Indiana State Library.

3. C. The Indiana State Library will search its own collection for any request received.

1) For author/title requests referred to it by an ALSA Center, the Indiana State Library will also attempt to locate a holding library if the material is not found in its own collection. The State Library will refer requests to other State Resource Centers when an ALSA Center does not have access to an OCLC terminal for ILL purposes.

2) For subject requests, the Indiana State Library will search only its own collection.

3. D. The State Resource Centers will function as statewide resource collections for interlibrary loan item requests. The State Resource Centers will accept only verified author/title requests; subject requests will not be accepted. Such requests must meet the following conditions.

1) The request must be channeled through an ALSA, except that libraries with OCLC terminals may transmit requests directly.

2) The State Resource Center must be verified as holding the title in its collection.

4. E. Health Science Libraries

1) The major resource in Indiana for medical literature is the Indiana University School of Medicine Library. Because of its special responsibility as the Indiana resource library in the Midwest Health Science Library Network, it has established policies and procedures to cover ILL services. These are spelled out in Appendix F.

2) For individuals and institutions lying outside the scope of the Indiana University School of Medicine Library service, access to medical literature is available through regular ILL channels from larger public and academic libraries and libraries affiliated with health care institutions. Infocmation on local special arrangements can be obtained through ALSA offices.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES)

The steps outlined below describe normal request transmission patterns. A library should follow the steps appropriate to its situation in the order in which the steps are listed.

3. A. Public Libraries (BORROWING PROCEDURES - Responsibilities)

1) Local level

a) All ILL requests should be checked for compliance with all appropriate policies.

b) Branch libraries should follow policies of the main library for request transmission.

c) If material is available in another library in your local area, refer the request to that library if local agreements allow.

2) Area level

a) Requests which cannot be filled at the local level should be referred to the Area Library Services Authority (ALSA) in your area. For members, ALSAs will follow procedures outlined in 2 below and for non-members, procedures in 3 below. (see Appendix G for list of ALSA centers)

b) For members, the ALSA ILL/RR Centers will search the contracting library as well as other libraries for the items requested. The ALSA Center will follow this procedure for member public library requests that are not filled at the contracting library.

i. For a title request for which a location is verified, the request should be referred in the following order:

a. Refer the request to libraries within your ALSA

b. Refer the request to the Indiana State Library or to other ALSA ILL/RR Centers.

c. Refer the request to a State Resource Center known to hold the item.

d. Refer the request to other libraries within the state.

e. Refer the request to libraries outside of Indiana.

ii. For a title request for which a location cannot be found, the request should be referred in the following order:

a. Refer the request to member libraries as practical

b. For fiction, popular nonfiction, children's materials and paperbacks refer the request to another ALSA ILL/RR Center.

c. For other materials refer the request to the Indiana State Library.

iii. Subject requests not filled at the ALSA level should be referred to the Indiana State Library or another ALSA center.

c) For requests from non-member public libraries, the ALSA will search the contracting library and will forward unfilled requests to the Indiana State Library.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES) Public libraries

2) State level

a) Indiana State Library

i. Requests received at the Indiana State Library will be searched in the Indiana State Library collecton and sent if found in a circulating collection.

ii. If the requested item is not found at the Indiana State Library, an attempt will be made to locate other sources for the information or item.

iii. Information on the final status of any request will be sent to the referring ALSA Center. The requesting library will also be notified if material is being sent.

b) State Resource Centers

i. Title requests received at a State Resource Center with location verified will be filled if the material is in the circulating collection and currently available or if photocopying can be done.

ii. Requests without location verification or which cannot be filled will <u>not</u> be referred to another source, but will be returned to the requesting agency, i.e., Indiana State Library, ALSA Center or individual library, as appropriate.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES)

B. Elementary and Secondary School Libraries

1) Local level

a) All ILL requests should be checked for compliance with all appropriate policies.

b) School libraries should follow policies of the school system for request transmission

c) If material is available in another library in your local area, refer the request to that library if local agreements allow.

2) Area level

a) Area Library Services Authority (ALSA) member school libraries' should follow these procedures. Requests which cannot be filled on the local level should be referred to the ALSA Center in your area (see Appendix G) For members, the ALSA ILL/RR Center will search the contracting library as well as other libraries for the items requested.

b) The Center will search requests following the procedures described below.

i. For a title request for which a location is verified, the following order will be followed.

a. Refer the request to libraries within the ALSA

b. Refer the request to the Indiana State Library or to other ALSA ILL/RR Centers.

c. Refer the request to a State Resource Center known to hold the item.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES) School libraries

d. Refer the request to other libraries within the state.

e. Refer the request to libraries outside of Indiana.

ii. For a title request for which a location cannot be found:

a. Refer the request to member libraries as practical

b. For fiction, popular nonfiction, children's materials and paperbacks refer the request to another ALSA ILL/RR Center.

c. For other materials refer the request to the State Library

iii. Subject requests not filled at the ALSA level should be referred to the Indiana State Library or another ALSA Center.

c) Non-ALSA member school libraries should refer their ILL requests to the local public library, or the Indiana State Library if there is no local public library.

3) State level

a) Indiana State Library

i. School library requests received at the state level will be searched in the State Library collection and sent if found in a circulating collection.

ii. If the material is not found at the Indiana State

3. REQUEST TRANSMISSION (BORROWING PROCEDURES) School libraries

Library, an attempt will be made to locate other sources for the information or material.

iii. For ALSA members, information on the final status of a request will be sent to the referring ALSA Center and, if material is being sent, the requesting library will also be notified.

iv. For requests received from non-ALSA school libraries, the Indiana State library will search its collection only. The requesting library will be sent requested items or information on the final status of the request.

b) State Resource Centers

i. Title requests received at a State Resource Center with location verified will be filled if the material is in the circulating collection and currently available or if photocopying can be done.

ii. Requests without location verification or which cannot be filled will <u>not</u> be referred to another source, but will be returned to the requesting agency, i.e., Indiana State Library, ALSA Center or individual library, as appropriate.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES)

C. Academic Libraries

1) Local level

a) All ILL requests should be checked for compliance with all appropriate policies.

b) Academic libraries should follow policies of the academic library system for request transmission.

c) If material is available in another library in your local area, refer the request to that library if local agreements allow.

2) Area level

a) Academic library requests which cannot be filled on the local level may be referred to the Area Library Services Authority (ALSA) in your area (see Appendix G) if the academic library is a member. The ALSA Center will search member requests following the procedures described in 2 below. Non-member academic libraries may transmit requests to other libraries or to the Indiana State Library.

b) For members, the ALSA Center will search the contracting library collection as well as other libraries for the items requested.

i. For a title request for which a location is verified, the following order should be followed.

a. Refer the request to libraries within the ALSA

or to other academic libraries, consortia or networks as appropriate.

b. Refer the request to the Indiana State Library or to other ALSA ILL/RR Centers.

c. Refer the request to a State Resource Center known to hold the item.

d. Refer the request to other libraries within the state.

e. Refer the request to libraries outside of Indiana.

ii. For a title request for which a location cannot be found:

a. Refer the request to member libraries as practical

b. For fiction, popular nonfiction, children's materials and paperbacks refer the request to another ALSA ILL/RR Center.

c. For other materials refer the request to the Indiana State Library.

iii. Subject requests not filled at the ALSA level should be referred to the Indiana State Library or another ALSA Center.

3) State level

a) Indiana State Library

i. Requests received at the state level will be searched in the Indiana State Library collection and sent if

3. REQUEST TRANSMISSION (BORROWING PROCEDURES) Academic libraries found in a circulating collection.

ii. If the material is not found at the Indiana State Library, an attempt will be made to locate other sources for the information or material.

iii. For ALSA members, information on the final status of any request will be sent to the referring ALSA Center and, if material is being sent, the requesting library will also be notified.

iv. For requests received from non-ALSA academic libraries, the Indiana State Library will search its collection only. The requesting library will be sent requested items or information on the final status of the request.

b) State Resource Centers

i. Title requests received at a State Resource Center with location verified will be filled if the material is in the circulating collection and currently available or if photocopying can be done.

ii. Requests without location verification or which cannot be filled will <u>not</u> be referred to another source, but will be returned to the requesting agency, i.e., Indiana State Library, ALSA Center or individual library, as appropriate.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES)

D. Special libraries, including institutional libraries

1) Local level

a) All ILL requests should be checked for compliance with all appropriate policies.

b) Special libraries should follow policies of the library for request transmission.

c) If material is available in another library in your local area, refer the request to that library if local agreements allow.

2) Area level

a) Area Library Services Authority (ALSA) member special library requests which cannot be filled on the local level may be referred to the ALSA Center in your area (see Appendix G) which will search member requests following the procedures described below.

i. For a title request for which a location is verified, the following order will be followed.

a. Refer the request to libraries within the ALSA or to other area consortia, as appropriate.

b. Refer the request to the Indiana State Library or to other ALSA ILL/RR Centers.

c. Refer the request to a State Resource Center known to hold the item.

d. Refer the request to other libraries within the state.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES) Special libraries

e. Refer the request to libraries outside of Indiana.

ii. For a title request for which a location cannot be found:

a. Refer the request to member libraries as practical

b. For fiction, popular nonfiction, children's materials and paperbacks refer the request to another ALSA ILL/RR Center.

c. For other materials refer the request to the State Library

iii. Subject requests not filled at the ALSA level should be referred to the Indiana State Library or another ALSA Center.

b) Non-ALSA members special libraries may refer requests to their local public library, other libraries and to the Indiana State Library.

3) State level

a) Indiana State Library

i. For requests from ALSA member special libraries the following procedures apply:

a. Requests received at the State level will be searched in the Indiana State Library collection and sent if found in a circulating collection.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES) Special libraries

b. If the material is not found at the Indiana State Library, an attempt will be made to locate other sources for the information or material.

c. Information on the final status of any request will be sent to the referring ALSA Center and, if material is being sent, the requesting library will also be notified.

ii. For requests received from non-ALSA member school libraries, only the Indiana State Library collection will be searched.

b) State Resource Centers

i. Title requests received at a State Resource Center with location verified will be filled if the material is in the circulating collection and currently available or if photocopying can be done.

ii. Requests without location verification or which cannot be filled will <u>not</u> be referred to another source, but will be returned to the requesting agency, i.e., Indiana State Library, ALSA Center or individual library, as appropriate.

3. REQUEST TRANSMISSION (BORROWING PROCEDURES)

E. Health Science Libraries

1) For procedures governing use of the Indiana University School of Medicine Library for ILL, see Appendix F.

2) For ILL requests for medical and health science literature handled through regular channels, the procedures outlined in these Guidelines should be utilized.

4 CONDITIONS OF LOANS (BORROWING POLICY - Responsibilities)

4. A. The borrowing library agrees to honor any limitations on use placed by the lending library.

4. B. Unless specifically forbidden by the lending library, it is assumed that copying of materials by the borrowing library is permitted, providing that it is in accordance with the copyright laws of the United States and no damage to the original material will result.

4. C. The borrowing library will make an effort to anticipate charges and authorize them on the initial request and should be prepared to assume any costs charged.

4. D. The safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until it is received back at the lending library.

4. E. The borrowing library agrees to meet costs of repair or replacement in accordance with the preferences of the lending library, if the material is damaged or lost.

4. F. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library disregarding the time spent in transit.

4. G. No acknowledgement of receipt of ILL items is necessary except in the case of very valuable shipments and the automated OCLC-ILL subsystem which requires acknowledgement.

4. H. If there is undue delay in receipt of a shipment, the borrowing library shall notify the lending library so that a search may be initiated.

4. CONDITIONS OF LOANS (BORROWING PROCEDURE - Responsibilities)

The borrowing library should adopt policies for materials received on interlibrary loan consistent with policies articulated in II.A. 4. Upon receipt of loan materials, the borrowing library should note and apply any restrictions placed by the lending library. The loan period specified by the lending library should be honored.

5. RESPONSE TO USERS (BORROWING POLICY - Responsibilities)

5. A. The borrowing library is responsible for keeping a record of all loans, informing the user of the status of the request, circulating the borrowed item to the user and retrieving the borrowed item from the user.

B. Each local library is encouraged to develop its own policies regarding ILL for its users and to publicize these widely.

These policies should be as liberal and as unrestrictive as is practical to ensure that ILL borrowing for its users is as accessible as possible.

5. RESPONSE TO USERS (BORROWING PROCEDURE - Responsibilities)

5. A. The borrowing library should establish control procedures for materials received on ILL to ensure that the user receives the requested material and returns the material by the due date designated by the lender.

B. Each local library is encouraged to develop and document its own internal procedures regarding ILL for its users. An ILL user procedure should include the following information:

1) A definition of the interlibrary loan clientele if different from the library's borrowing clientele.

2) The fees charged the user, if any, and how the fees will be assessed and collected.

3) A procedure for informing the user as to the status of the request.

4) A circulation and overdue procedure specifically for ILL items.

5) A procedure for handling lost or damaged ILL items.

6. RENEWALS (BORROWING POLICY - Responsibilities)

6. A. Renewal requests for ILL materials shall be kept to a minimum. Renewal requests should reach the lending library before the original due date.

If no response is received from the lending library within an appropriate length of time, the borrowing library can assume that the renewal is granted for the same period of time as the original loan.

6. B. Renewal requests should provide sufficient information to allow rapid processing.

6. RENEWAL REQUESTS (PROCEDURE)

6. A.

1) The borrowing library should establish control procedures for materials received on ILL to ensure return by the due date designated by the lender. If a renewal must be requested, it should be sent in time to reach the lending library not later than the original due date.

2) The general procedure is to request the renewal from the lending library. However, if the original loan has been requested through a referral center, (e.g. ALSA), the library should follow the ILL renewal procedure established by the center.

6. B. Renewal requests should include the following information:

Name of borrowing library

Author and title of item

Call number or other identification

Original date due

7. RETURN OF MATERIALS (BORROWING POLICY - Responsibilities)

7. A. The borrowing library is responsible for returning interlibrary loan material promptly and in good condition.

7. A. RETURN OF MATERIALS (BORROWING PROCEDURE - Responsibilities)

1) All materials should be shipped back by the due dates set by the lending library.

2) All material should be packed well and returned in an appropriate shipping container.

3) All correspondence and shipments should be conspicuously labeled "Interlibrary Loan."

4) The material should be insured if requested by the lending library.

5) The Notice of Return, when required, should be sent under separate cover, not in the parcel with the item, at the time the item is returned.

6) The general procedure is to return the item to the lending library. However, it the loan has been requested through a referral center, (e.g. ALSA), the library should follow the procedure established by the center.

PART II. INTERLIBRARY GUIDELINES

Section C: LENDING POLICY

1. RESPONSIBILITY OF LENDING LIBRARIES (LENDING POLICY)

1. A. Indiana Libraries are encouraged to establish a liberal and unrestrictive interlibrary loan policy.

1. B. Each library should formulate an official policy regarding interlibrary lending. Libraries are encouraged to keep restricted items to a minimum. The following guidelines are suggested.

1) The library may not ordinarily wish to lend:

a) Rare or valuable material, including manuscripts;

b) Bulky or fragile items that are difficult or expensive to ship;

c) Material in high demand at the lending library;

d) Material with local circulation restrictions;

e) Unique material that would be difficult or impossible to replace.

2) The library should make its policy known to its staff and to interlibrary loan units with which it works. (A recommended ILL policy report form is provided in Appendix D.)

Section C: LENDING PROCEDURES

1. RESPONSIBILITIES OF LENDING LIBRARIES (LENDING PROCEDURES)

At present no state wide procedure exists.

2. FILLING REQUESTS (LENDING POLICY)

2. A. Lending libraries should fill requests without regard to the status of the individual for whom the request is made. Exceptions to this policy should be made only where a clear legal restriction exists.

2. B. Unless a prior agreement exists, the lending library has the right to return subject requests unanswered.

2. C. The library is not obligated to make a special effort to identify requested items where the borrowing library has failed to follow bibliographic and verification procedures. The request may be returned.

2. FILLING REQUESTS (LENDING PROCEDURE)

At present no state wide procedure exists.

3. RESPONSE TO BORROWERS (LENDING POLICY)

3. A. To promote fair use of the ILL privilege, lending libraries are encouraged to inform borrowing libraries of any failure to follow the provisions outlined in this manual.

3. B. The lending library should establish a reasonable loan periods. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library disregarding the time spent in transit.

3. RESPONSE TO BORROWERS (LENDING PROCEDURE)

3. A. Prompt attention to ILL requests is encouraged. The lending library shall notify the borrowing library as soon as possible concerning the action to be taken on its request. This response should be made for materials that can be provided and for requests which cannot be filled. If the requested material cannot be supplied, the lending library should state the reason. Most ILL request formats allow notes to be added by the lending library.

3. B. Information about the loan period, renewals, cost, restrictions, and shipping should be enclosed with the item shipped.

4. CHARGES (LENDING POLICY)

4. A. If charges are necessary, the lending library is encouraged to keep them to a minimum.

4. CHARGES (LENDING PROCEDURE)

4. A. If there are any charges, the invoice should itemize all charges and include enough information to properly identify the item.

4. B. If the lending library charges, other than for insurance and postage, exceed the authorization on the request form, the lending library should notify the borrowing library and obtain a new authorization before proceeding with the transaction.

5. RENEWALS (LENDING POLICY)

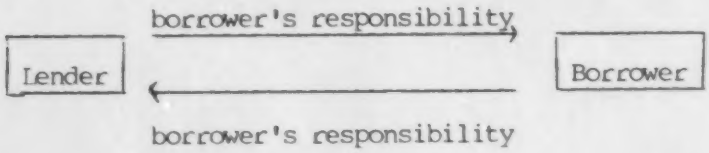
5. A. The lending library should establish a reasonable renewal policy.

5. RENEWALS (LENDING PROCEDURE)

5. A. Libraries are encouraged to respond to renewal requests. If a response is not made, the borrowing library may assume that the renewal is for the same period of time as the original loan. The automated OCLC-ILL subsystem requires an explicit response to a renewal request.

6. RESPONSIBILITIES FOR MATERIALS (LENDING POLICY)

6. A. The safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until it is received by the lending library.



6. RESPONSIBILITIES FOR MATERIALS (LENDING PROCEDURE)

At present no state wide procedure exists.

Section D: ILL REPORTING & STATISTICS

The ILL Task Force has begun to study the requirments for a state-wide ILL reporting and statistical standard. However, it was not possible to develop, test, and recommend a standard to coincide with the issuance of this manual. Work will continue and, should a recommended standard result, it will be submitted to ISLAC for future promulgation in this manual.

In the meantime, Indiana libraries are encouraged to report interlibrary loan statistics as accurately as possible following the standards that currently are in force in their library systems or ALSA regions.

ALA (American Library Association) - ALA is the largest library association in the U.S. Its headquarters are in Chicago and it maintains an office in Washington, D.C. ALA is involved in national aspects of library services, materials, personnel, funding, and legislation. It publishes and promotes the national ILL code.

ALSA (Area Library Services Authority) - ALSAs are cooperative multitype library organizations providing interlibrary loan, reference referral, continuing education and other services for member libraries. Membership is available to any library in an ALSA region. (A list of ALSAs is provided in Appendix G.)

CCC (Copyright Clearance Center) - A non-profit organization formed to act as an intermediary between copyright owners and photocopy users. CCC is a single source for conveying photocopy authorizations from thousands of copyright owners.

CCG (Conforms to Copyright Guidelines) - A code used on interlibrary loan requests to indicate that the request is in conformity to the "Guidelines for the Proviso of Subsection 108(g)(2)."

CCL (Conforms to Copyright Law) - A code used on interlibrary loan requests to indicate that the request is legitimate because it is authorized by parts of the Copyright Law.

COLA (Council of Library Authorities) - Members represent INCOLSA, the nine ALSAs, and Indiana Library Film Service. Organized in 1982, COLA's objective is to promote increased and improved interlibrary services to members by coordination of cooperative programs.

CONTU (National Commission on New Technological Uses of Copyrighted Work) - A commission which developed guidelines to be used in conjunction with the Copyright Law.

ILL (Interlibrary Loan) - A service in which libraries agree to lend and borrow materials to fill the needs of users for whom materials cannot be located at their local libraries.

ILL/RR Centers (Interlibrary Loan/Reference Referral Centers) - A service center managed by an ALSA to receive, handle, and respond to member ILL and reference inquiries. (A list of ILL/RR Centers is provided in Appendix G.) Each ALSA has one or two ILL/RR Centers generally located in a large library in its region.

INCOLSA (Indiana Cooperative Library Services Authority) - A multitype network for automated library services within Indiana. INCOLSA is the state contracting liaison with the OCLC network for the provision of automated interlibrary loan, cataloging, and other services. INCOLSA provides training and other support services for ILL through the online OCLC network.

ISLAC (Indiana State Library Advisory Council) - This council includes members representing all types of Indiana libraries as well as users of libraries. It provides general advice to the Indiana State Library on state planning for library services and specific advice on requests for LSCA funds and evaluation of the services which these funds support. The council meets quarterly.

LSCA (Library Services and Construction Act) - A Federal law through which the U.S. Department of Education provides funding for various library services.

MURL (Major Urban Resource Libraries) - A grant program through which Indiana public libraries serving populations of 100,000 and making their collections available for interlibrary loan use receive Federal funding from the Indiana State Library.

NCC (Network Coordinating Committee) - A committee of ISLAC members designated to review and provide advice on LSCA proposals related to cooperative interlibrary services. Areas of specific concern include: interlibrary loan, access to films, document delivery, data bases, etc.

OCLC (Online Computer Library Center) - OCLC is a non-profit organization located in Dublin, Ohio, providing a computer network and cooperative data base for automation of library services such as ILL, cataloging, union list of serials, etc. Users buy these services directly from OCLC or through networks such as INCOLSA. 170

State Resource Centers - Designated large research libraries which have agreed to lend materials without charge to ALSA member libraries through the Indiana State Library and/or ALSA ILL/RR Centers. The Indiana State Library designates the centers for the state, maintains statistical reports, and provides liaison. (A list of State Resource Centers is provided in Appendix G.)

TWX (Teletype Network) - A network of some 20 teletype send/receive stations in Indiana libraries to provide ILL message transmission services. This system is being phased out as newer technology is available.

Unserved Area -- An area that does not have a public library for services to the general public. ILL service to people in unserved areas is provided by the Indiana State Library.

User - Any adult or child who is included in the service area or service group of a library.

PART III: RECIPROCAL BORROWING

Section A: Introduction

Section B: Reciprocal Borrowing Policies and Procedures

Section C: Reciprocal Borrowing Glossary

PART III - RECIPROCAL BORROWING

Section A: INTRODUCTION & DEFINITIONS

Introduction

The statewide Reciprocal Borrowing Program began October 1, 1979. It is designed to allow borrowing of materials from a participating public library by persons holding a valid resident borrower's card of another participating public library. The program was begun to provide a method for library users to obtain materials directly from a public library when it is desirable or feasible. This program does not replace interlibrary loan, but should be viewed as a separate possibility for obtaining materials for patrons when travel between libraries is convenient.

The statewide Reciprocal Borrowing Program is administered by the Indiana State Library. As of January, 1982, 50% of the public libraries in Indiana have joined the program.

The following section is organized with policy first and procedure second. There is not necessarily a written procedure for every policy statement.

1. POLICY

1. A. The intent of the reciprocal borrowing program is to provide a vehicle through which public libraries may offer to their patrons the additional service of access to the materials of other participating public libraries. The program is designed as a benefit only for resident card holders of participating libraries; therefore patrons residing in contracting townships or those who pay a fee to use the library are defined as non-resident card holders and are not eligible for the service.

B. Public libraries who wish to participate in reciprocal borrowing must be a member of an ALSA and sign the Reciprocal Borrowing Covenant.

C. The Reciprocal Borrowing covenant requires only that the participating library circulate materials to eligible patrons. Other library services such as the reserving of materials, interlibrary loan, reference assistance and availability of special programs or services may be offered to reciprocal borrowing patrons, but these are not required.

1. RECIPROCAL BORROWING - POLICY

D. Reciprocal borrowing users are expected to:

1) conform to the rules and regulations of the institution from which they borrow.

2) present a valid resident borrower's card or other identification issued by their local library as evidence of their eligibility for this service.

3) pay promptly all delinquency charges which may accrue against them.

4) return materials borrowed through this program to the lending library.

E. Participating libraries should assist each other, if necessary (on request), in recovering materials.

F. Participating libraries are required to keep statistics of the number of items loaned through reciprocal borrowing and report them to the Indiana State Library.

Section B: PROCEDURE

1. PROCEDURE

1. A. Each public library should check with their ALSA to see if any specific ALSA procedures, cards and support service forms and items are available to facilitate reciprocal borrowing.

B. The Reciprocal Borrowing Covenant (see Appendix K) is available on request from the Extension Division, Indiana State Library. It is signed by the Librarian and President of the Board of Trustees of a Public Library wishing to participate in the program. The Covenant remains in force until either the Indiana State Library or the public library wished it modified or cancelled, in which case ninety days written notice must be given. A copy of the Covenant must be filed with the Indiana State Library.

C. Each library joining reciprocal borrowing is responsible for setting a local policy defining the types of materials that will be loaned, the services of the library available to reciprocal borrowing patrons, and the identification patrons of the library will carry to allow them to use other member library's services

A member library must complete and return to the Extension Division, Indiana State Library, a Reciprocal Borrowing Restrictions form (see Appendix K) listing the types of materials that will be loaned under the reciprocal borrowing program. Any changes in this policy should be reported to the Extension Division immediately.

1. RECIPROCAL BORROWING - PROCEDURE

D. Public library members issuing cards to non-resident patrons or persons in contracting townships must mark patron cards clearly to indicate those users with non-resident status, and therefore ineligible to use reciprocal borrowing services.

The user is expected to show identification indicating his status and library when using the reciprocal borrowing service.

E. Users who flagrantly abuse the reciprocal borrowing service by accumulating $100 or more in fines or losses should be reported to the Extension Division, Indiana State Library.

Users of materials through reciprocal borrowing should return borrowed materials directly to the library from which the obtained the materials, except in cases in which the participating libraries in an area agree to another method to facilitate return of materials.

F. Participating libraries must record the number of items loaned through reciprocal borrowing during the year. If possible, these statistics should be kept by the "home" library of the patron so that, at the end of the reporting cycle, data are available on the number of items and the libraries whose patrons make use of the service. These statistics will be collected once a year by the Extension Division and used as basis for reimbursing libraries when funds are available for that purpose.

1. RECIPROCAL BORROWING - PROCEDURE

G. The Extension Division of the Indiana State Library will mail to all public libraries, at least once per year, a complete listing of all reciprocal borrowing participants, including use restrictions and borrower's card requirements of each. A monthly update to the list will also be sent when needed.

Glossary

Contracting township - A township that is not taxed directly by a library for service, but that receives library service through a contract between the township trustee and the library board.

Reciprocal Borrowing Covenant - An agreement between a local library and the Indiana State Library which allows direct borrowing of materials by users of participating libraries from other participating libraries

Resident Card holder - A library user who receives services from a public library on the basis of residence within the library district or the ownership of property within the district.

PART IV: DOCUMENT DELIVERY

Section A: Document Delivery Statement

PART IV - DOCUMENT DELIVERY

1. Document Delivery

At present, no state-wide document delivery system exists. Various local and area systems are in operation. Check with your ALSA Center, or other local consortia, to determine if this service exists in your area.

PART IV: DISTRIBUTION AND REVISON OF THIS MANUAL

PART V. DISTRIBUTION AND REVISION POLICY AND PROCEDURE

Section A: DISTRIBUTION AND REVISION OF THIS MANUAL

1. DISTRIBUTION POLICY

1. A. Mailing List

The Indiana State Library shall be responsible for developing and maintaining the official mailing list of recipients of the Indiana Resource Sharing Manual.

1. B. Distribution

1) Responsibility. The Indiana State Library shall be responsible for distributing or ensuring the distribution of this manual and all revisions.

2) Initial. The initial distribution shall be in single copy to the interlibrary loan office of all identifiable academic, public, school, and special library systems in the State of Indiana, and to INCOLSA and all ALSA reference and referral centers. Recipients may make additional copies for branches, etc. as needed.

3) Changes. Any additions or changes to this manual, upon approval by the Sub-committee on Resource Sharing of the Network Coordinating Committee of ISLAC, shall be distributed by the Indiana State Library to all holders of the manual.

2. REVISION RESPONSIBILITY (POLICY)

2. A. Responsibility. A Sub-committee on Resource Sharing Guidelines shall be appointed by the ISLAC Network Coordinating Committee (NCC). It shall consist of seven members representing the Council of Library Authorities (COLA), special libraries, State Resource Centers, health science libraries, school libraries, small or medium sized public libraries and Major Urban Resource Libraries (MURL). This Sub-committee shall be responsible for maintaining the currency of this manual. The Sub-committee should have an Indiana State Library liaison.

2. B. Annual Review. The Sub-committee shall solicit comments and suggested changes or additions to this manual on an annual basis at a minimum.

2. C. Changes and Additions. The Sub-committee shall review and recommend any changes or additions to the manual prior to distribution.

2. D. Reporting. The Sub-committee shall report at least on an annual basis to the NCC of ISLAC and the library community in Indiana on the resource sharing policy and procedures and changes in the guidelines.

2. REVISION RESPONSIBILITY (PROCEDURE)

At present no state wide procedure exists.

APPENDIXES

A. National Interlibrary Loan Code, 1980
B. Sample ILL Interviews
C. Alternative Document Sources
D. Interlibrary Loan Policy Form
E. Sample Forms
F. Indiana University Medical Library ILL Policies
G. Addresses of ALSAs, State Resource Centers and Other ILL Related Organizations
H. Library of Congress Interlibrary Loan Brochure
I. Prosecution for Return of Library Materials
J. OCLC ILL Subsystem Sample Record Screens
K. Reciprocal Borrowing Covenant and Restrictions (ISL)
L. Completed ILL Policy Forms
M. Comment Form
N. Bibliography

APPENDIX A

National, International, and Other
Interlibrary Loan Codes

Introduction: The American Library Association has promulgated information about three ILL codes. The first is a national code, the text of which is printed in full in this appendix. The second is a statement of principles and guidelines for international interlibrary loans. The third is a model code for use at the local, state, or regional level. These codes were used as sources in developing Part II of the Indiana Library Resource Sharing Manual.

These documents were printed in RQ, Vol. 20, no. 1, Fall 1980; and are available in a pamphlet from ALA. Purchase information follows:

Interlibrary Loan Codes, 1980 (Chicago, American Library Association, 1981). 16 p. Order from ALA, 50 East Huron Street, Chicago, Ill. 60611, for $1.50.

National Interlibrary Loan Code, 1980

Adopted by Reference and Adult Services Division
Board of Directors, New York, 1980.[1]

INTRODUCTION

Interlibrary loan is essential to the vitality of libraries of all types and sizes and is a means by which a wide range of material can be made available to users. This code is designed primarily to regulate lending relations between research libraries and between libraries operating outside networks or consortia. It is recognized that through specific agreements, libraries organized geographically, by mutual subject interest, or other bases will have developed codes of their own. It is not the intent of this code to prescribe the nature of interlibrary lending under such arrangements. (See "Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries.")[2]

The effectiveness of a national system of interlibrary lending is directly related to the equitable distribution of costs among all the libraries involved. Interlibrary loan is an adjunct to, not a substitute for, collection development in individual libraries. Requests to national and research libraries or requests beyond networks and consortia should only be made after local, state, and regional sources have been exhausted. It is understood that every library must maintain an appropriate balance between resource sharing and responsibility to its primary clientele.

This national code contains general guidelines for the borrowing and lending of library material. Details of procedures to be used in implementing the code will be found in the *Interlibrary Loan Procedure Manual* published by the American Library Association.[3] All libraries participating in interlibrary loan should have copies of this publication and should follow these recommendations. The manual also provides information on international interlibrary loan.

The Reference and Adult Services Division, acting for the American Library Association in its adoption of this code, recognizes that the exchange of material between libraries is an important element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

I **Definition**

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.

II. **Purpose**

The purpose of interlibrary loan as defined in this code is to obtain, for research and serious study, library material not available through local, state, or regional libraries.

III. **Scope**

A. A loan or a copy of any material may be requested from another library in accordance with the published lending policy of that library. The lending library will decide in each case whether a particular item can be provided.

B. Most libraries will not ordinarily lend the following types of materials:

1. Rare or valuable material, including manuscripts;
2. Bulky or fragile items that are difficult or expensive to ship;

1. Endorsed by the boards of directors of the Association for Library Service to Children and of the Young Adult Services Division, both divisions of the American Library Association, June 1980, New York, and by the membership of the Association of Research Libraries, May 15, 1980, Salt Lake City.

2. Copies of the code are available in *Interlibrary Loan Codes, 1980; International Lending Principles and Guidelines, 1978* for $1.50 from Order Department, American Library Association, 50 E. Huron Street, Chicago, Illinois 60611 (ISBN 0-8389-5587-8).

3. A revision of this manual (Chicago, 1970), prepared by Sarah Katharine Thomson for use with the "National Interlibrary Loan Code, 1968," is now in process.

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3. Material in high demand at the lending library;
4. Material with local circulation restrictions;
5. Unique material that would be difficult or impossible to replace.

IV. **Responsibilities of Borrowing Libraries**

A. Each library should provide the resources to meet the study, instructional, informational, and normal research needs of its primary clientele. This can be accomplished through its own collection or through local, state, or regional cooperative resource-sharing agreements. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy and for which there is no recurring demand.

B. The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan documents and aids. These include this code, the *Interlibrary Loan Procedure Manual*, lending policies of the major research libraries, and standard bibliographic tools and services.

C. Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy.

D. The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law. An indication of compliance must be provided with all copy requests.

E. Requested material must be described completely and accurately following accepted bibliographic practice as outlined in the current *Interlibrary Loan Procedure Manual*. If the item cannot be verified, the statement "cannot verify" should be included along with complete information as to the original source of the citation.

F. The borrowing library should carefully screen all requests for loans and reject any that do not conform to this code.

G. Standard bibliographic tools, such as union catalogs, computerized data bases, and other listing services, should be used in determining the location of material. Care should be taken to avoid concentrating the burden of requests on a few libraries.

H. Standard interlibrary loan formats should be used for all requests, regardless of the means of transmission.

I. The safety of borrowed material is the responsibility of the borrowing library from the time the material leaves the lending library until it is received by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repair or replacement, in accordance with the preference of the lending library.

J. The borrowing library and its users must comply with the conditions of loan established by the lending library. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the copyright law and no damage to the original material will result.

K. The borrowing library should encourage library users to travel to other libraries for onsite access to material when extensive use of a collection is required or the nature of the material requires special handling. The borrowing library

should assist the user in making the necessary arrangements.

V. **Responsibilities of Lending Libraries.**

A. The decision to loan material is at the discretion of the lending library. Each library is encouraged, however, to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele.

B. A statement of interlibrary loan policy and charges should be made available upon request.

C. The lending library should process requests promptly. Conditions of loan should be stated clearly and material should be packaged carefully. The lending library should notify the borrowing library when unable to fill a request, stating the reason for not filling the request.

D. A lending library is responsible for informing any borrowing library of its apparent failure to follow the provisions of this code.

VI. **Expenses**

A. The borrowing library assumes responsibility for all costs charged by the lending library, including transportation, insurance, copying, and any service charges. The borrowing library should try to anticipate charges and authorize them on the original request.

B. It is recommended that nominal costs, such as postage, be absorbed by the lending library.

C. If the charges are more than nominal and not authorized by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed.

VII. **Duration of Loan**

A. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library disregarding the time spent in transit.

B. Interlibrary loan material should be returned promptly.

C. The borrowing library should ask for renewals only in unusual circumstances. The renewal request should be sent in time to reach the lending library no later than the date due. If the lending library does not respond, it will be assumed that renewal, for the same period as the original loan, is granted.

D. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

VIII. **Violation of Code**

Continued disregard of any provision of this code is sufficient reason for suspension of borrowing privileges.

APPENDIX B

THREE SAMPLE INTERLIBRARY LOAN INTERVIEWS

The First Interview

User A: I understand the library can get me books that aren't in the library.

Librarian A: That's right. We can also get photocopies from periodicals that the library doesn't own. Tell me what you need.

User A: I just need a book called Modern Art in America, by Martha Cheney.

Librarian A: This library has several books on American art. May I ask why you need this particular book?

User A: It was mentioned in the encyclopedia we have at home. But I was hoping the library had something more recent. Cheney's book was published in 1939. Did you say the library had lots of books on American art? I couldn't find any of them in the card catalog.

Librarian A: Did you look under the subject heading "Art, comma, American"?

User A: No, I looked under "American art". I noticed lots of books on "American drama", so I figured the library just didn't have any books on American art.

Librarian A: I wonder if we don't have a cross reference card to lead you from "American art" to "Art, American". Tell me, what exactly do you want from a book on American art?

User A: Actually, I'm wanting to write a term paper on Grandma Moses, the self-taught painter.

Librarian A: Let me show you how to find what books and articles we have on Grandma Moses.

Note the following points:

1) This apparently legitimate interlibrary loan request led to a reference interview in which the librarian discovered that the user's real question was quite different from the first question asked.

2) The librarian helped the user find materials in her own library which she did not know how to find for herself.

The Second Interview

User B: I hope you can help me. I'd like to see some periodical articles that aren't in this library.

Librarian B: I'll try to help you. What topic are you working on?

User B: The Holy War.

Librarian B: The "Holy War" is an interesting idea. Is your topic any narrower than this? Is it for an assignment?

User B: My Old Testament professor let the class choose from a list of term paper topics. I chose "The Concept of the Holy War in Deuteronomy".

Librarian B: Tell me where you've looked.

User B: Well, I've been using the list of basic reference sources that one of the other librarians handed out in class. You know, he demonstrated how to use the library for our assignment. Let's see. I started with The Interpreter's Dictionary of the Bible. Then I tried the card catalog under "Bible. Old Testament. Deuteronomy—Commentaries". Finally, I looked in Religion Index One: Periodicals.

Librarian B: It sounds like you are making effective use of this library. Are you finding enough materials on the shelves?

User B: Yes. So far, my only problem in finding stuff is that we don't own some of the periodicals that have the most relevant articles.

Librarian B: Have you checked the bibliographies and footnotes attached to the books and articles we have that are on your topic?

User B: Yes, and they added some stuff I didn't find elsewhere.

Librarian B: I'm wondering if you haven't found as much as you can use in this library. Maybe you don't need those other articles after all. It takes a good deal of time and money to get photocopies from other libraies.

User B: Well, there is one of the articles I really want to see. All the writers on the Holy War in Deuteronomy refer to von Rad as the leading authority on this topic and this article, according to the abstract, "asks whether the Holy War as defined by him ever existed!"

Librarian B: That sounds like an important article, all right. Tell me how soon you need it.

User B: Well, the term paper is due in a month, so I should have it within the next three weeks.

Librarian B: That should give us enough time. But sometimes we miss people's deadlines because of the quantity of interlibrary requests and the slowness of the mails. Would you please fill out this form. It has a place for your deadline and it also asks the volume and page where you found the article cited.

User B: Why do I need to tell where I found it?

Librarian B: If the article isn't on the page you say, a librarian can go back to the source and see if there is an error in transmission.

User B: Is there any charge?

Librarian B: No. The library absorbs the cost as part of its service. Notice that the form has a warning about copyright restriction.

User B: (after filling out the form) I hope this is okay.

Librarian B: Let me read through it and see if I notice anything that needs changing. ... Oh yes, you report the periodical title as Vet Test, but I think you didn't look up its full title in the front of Religion Index One. The correct title is Vetus Testamentum. Everything else looks fine. We'll send the photocopy to your box when it arrives.

User B: Many thanks for your help.

Note that the following points were covered in the interview:

1) The precise topic on which the patron was working.

2) The purpose for which the material was wanted.

3) The reference sources already used.

4) Other reference sources that might be consulted.

5) The list of requests was reduced to the most significant titles.

6) The time and cost involved in processing an interlibrary request.

7) The patron's deadline and the possibility that the deadline will not be met.

8) The source in which the book or article was cited.

9) Copyright restrictions.

10) Errors on the completed form.

11) The method of notifying the patron when the material arrives.

The Third Interview

Librarian C: (Approaching User C who was wandering around the Reference Area). May I help you find something?

User C: This is only the second time I've been to the public library. Would you please help me find Armies of the Red Night, by William Manchester?

Librarian C: Let's see if we can find it listed in the card catalog. We have cards in our catalog for authors, titles and subjects. (The librarian and the patron look in the card catalog together.) Well, we aren't finding an author card or a title card. Is this a new publication?

User C: I don't know. My friend was telling me about it and I thought I would enjoy reading it. Maybe I don't have the title quite right.

Librarian C: Can you tell me what it's about?

User C: It's about public opinion on the Vietnam War.

Librarian C: Let's see if we can find it in Books in Print, which lists all books currently available for purchase from U.S. publishers. (The librarian and patron look at Books in Print together.) I don't see Armies of the Red Night in the list of titles, but I do see Armies of the Night, by Norman Mailer. Do you suppose that could be the book you want?

User C: Maybe. How can we tell it it's about the Vietman War?

Librarian C: The American Book Publishing Record will tell what subject headings have been assigned to the book. Books in Print tells us it was published in 1968, so we'll look in the 1968 volume of the American Book Publishing Record. Okay, Here it is — and the subject heading is "Vietnamese Conflict, 1961- —Public opinion."

User C: That's the book then. Sorry I gave you the wrong title. Sometimes my mind is like a sieve. I sure hope the library has that book.

Librarian C: If we don't have it, we can get it for you from another library.

User C: Really? How much would that cost?

Librarian C: Nothing. Interlibrary loans are part of our regular service. But let's see whether Armies of the Night is in our card catalog.

(After looking.) Sorry, it's not here. If you want us to borrow it for you just fill our this interlibrary loan slip. Where it says "verified in," write "American Book Publishing Record, 1968, page 760." We'll give you a call or send you a card when it arrives. Meanwhile, would you like me to help you find other things to read that deal with public opinion on the Vietnam War?

User C: Yes I would. I've got 30 minutes before my mother picks me up to go to the Girl Scout meeting.

Note the following points:

1) The librarian took the initiative in offering help to a patron who appeared to be confused.

2) The patron needed reference assistance even to discover that the library did not own the desired book.

3) The librarian, not the user, suggested the interlibrary loan service.

4) The librarian offered to find other readings on the patron's topic and the patron accepted.

5) The patron was a junior high school girl.

APPENDIX C

This appendix identifies potential sources of documents for purchase as an alternative to interlibrary loan. For current services and prices, contact the appropriate supplier.

Section 1 lists sources affiliated with the Copyright Clearance Center and is reprinted with its permission. Section 2 lists sources available in conjunction with the DIALOG and SDC online information retrieval services. Section 3 lists other sources.

Guide to CCC-Participating Document Delivery Services

WINTER, 1982

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INTRODUCTION

The need for timely information in today's rapidly changing high-technology society is of paramount importance to both businesses and individuals. The myriad forms that information takes--scholarly journals, scientific papers, patents, trade and business magazines and newsletters, as well as other non-print materials--make it difficult for information users to oftentimes possess that piece of data which is needed.

Organizations have evolved in both the public and private sector which satisfy this need. Called information brokers, document retrieval sources, or document delivery services, these organizations provide the information-user with particular items "on demand", often in the form of photocopied documents.

More often than not, the material provided is protected by copyright. Under the Copyright Act of 1976, permission must be obtained by the document supplier from the copyright owner for material provided in this manner.

The Copyright Clearance Center was incorporated in 1977 as a non-profit organization. It acts as an intermediary between copyright owners and photocopy users, such as corporations, information brokers, academic and public libraries and government agencies. Facilitating the flow of information from creator to user, CCC is a single source for conveying photocopy authorizations from thousands of copyright owners.

PURPOSE

Many end-users of photocopied material have expressed concern to CCC as to whether documents they request from document delivery services are lawfully provided. They want to know that copyright owners are receiving the appropriate share of the fees they pay for supplied documents. Thus was this publication, the Guide to CCC-Participating Document Delivery Services, born.

SCOPE

The Guide is meant to be a single, convenient source of information on services which provide authorized copies. Document suppliers who have accounts with CCC and provide authorized copies through either direct photocopy-license agreements with publishers, or the CCC Photocopy Permissions Service, are given free space in each issue to advertise and promote their businesses.

Each document delivery service provides CCC with information for its own listing. CCC assumes no responsibility for the accuracy of the information, nor does the listing imply any endorsement by CCC.

FREQUENCY

This Guide to document delivery services which participate in the CCC Photocopy Permissions Service is updated and distributed quarterly.

ACCESS INNOVATIONS, INC.:
P.O. Box 40130, Albuquerque, NM 87196
Diane Soblick on (505) 265-3591
Comprehensive document delivery services irrespective of discipline or database. Orders accepted by mail, phone and Dialorder.

ABI/INFORM RETRIEVALS (DATA COURIER, INC.):
620 South Fifth St., Louisville, KY 40202
Betty Gaskins on (800) 626-2823
Full-text copies of most articles cited in ABI/INFORM since 1/75 are available. 48-hour turnaround. Order by mail, telex, Dialorder, or Electronic Maildrop. Write or phone for more information.

AMERICAN SOCIETY FOR METALS/ASM PHOTOCOPY SERVICE:
Metals Park, OH 44073
William Weida on (216) 338-5151, ext. 450
Provides copies from journal literature pertaining to metallurgy. Fee information on request. Orders by mail, phone and telex: 980619, answerback: METALEX-MTPK. Deposit accounts accepted.

ASSOCIATED INFORMATION CONSULTANTS:
1314 Minerva or P.O. Box 8030, Ann Arbor, MI 48107
Ray Durance on (313) 996-5553
Retrieval of published documents for all purposes. Quick response, reasonable rates. Dialorder: ACCESS. World-wide resources.

ATEF ZIKO & ASSOCIATES:
P.O. Box 61671, Houston, TX 77208
Atef O. Ziko on (713) 523-7059
AZ&A supplies technical, medical, and scientific documents. Deposit accounts are accepted. Discount given to all deposit accounts. Rush service available. Mail, phone, or online ordering accepted.

ATLANTA INFORMATION SERVICES:
1387 Oxford Rd., NE, Atlanta, GA 30307
Tattie W. Roan on (404) 373-1887
Provides comprehensive document delivery services irrespective of discipline or database. Materials are dispatched within 48 hours to users world-wide. Specialty: hard-to-find items.

BNA RESEARCH AND SPECIAL PRODUCTS DIVISION (RSPD):
1231 25th St., NW, Washington, D.C. 20037
Lili Crane or Harriet Berlin on (202) 452-4323 or (202) 452-4400
A fact-finding facility, research, and document delivery service for business, law, personnel and labor professionals, researchers on any subject. Discounts to BNA subscribers.

BOGART-BROCINER ASSOCIATES, INC.:
47 Williams Dr., Annapolis, MD 21401
Betty Bogart on (301) 261-2893
An information service company which provides all types of library services including online searching, document retrieval, translations, and book ordering.

CAROLINA LIBRARY SERVICES:
137 E. Rosemary St., Chapel Hill, NC 27514
Document Delivery Department on (919) 929-4870
CLS provides delivery of any published material from anywhere in the world. This includes journal articles, conference papers, technical reports from government and industry, books and newspaper articles.

CHEMICAL ABSTRACTS SERVICE DOCUMENT DELIVERY SERVICE:
2540 Olentangy River Rd., P.O. Box 3012, Columbus, OH 43210
Robert Tannehill on (614) 421-6940, ext. 2956
Find that original scientific document. We'll provide copies or loans of documents cited in CHEMICAL ABSTRACTS and other CAS publications and services. Coverage goes back ten years.

CHEMISTS CLUB LIBRARY:
52 E. 41st St., New York, NY 10017
Norma B. Mar on (212) 679-6383
Provides photocopies of publications, scientific, technical, business, from holdings and worldwide sources; document acquisition service and computer search service.

CHESAPEAKE INFORMATION RETRIEVAL SERVICE:
1046 Taylorville Lane, Edgewater, MD 21037
Ken Kurlychek on (301) 798-6458
CIRS provides quick and low-cost access to the Washington DC metro area. Special rates for bulk orders. Call or write for more information.

COLORADO TECHNICAL REFERENCE CENTER:
Campus Box 184, University of Colorado, Boulder, CO 80309
Lynne Foote or Jo Chanaud on (303) 492-8774
We are an information service specifically designed to provide people in business, industry and government with answers to questions as quickly as possible.

COMMONWEALTH AGRICULTURAL BUREAUX:
Farnham House, Farnham Royal, Slough, United Kingdom
U.S. Agent: (602) 626-1955; UK Telex: 847964. M. Furneaux/E. Cook (USA)
Document service for most material in CAB ABSTRACTS database.

CW ASSOCIATES:
P.O. Box 34099, Washington, D.C. 20034
Order Department on (301) 881-4411
Information is our business - over 20,000 periodical titles, over a million other publications - twelve years of service providing special order technical information for US and foreign customers.

DATA-SEARCH:
P.O. Box 635, Pittsboro, NC 27312
Alan Metter or any representative on (919) 542-5114
Accepts document orders world-wide from online databases, phone or mail. 48-hour turnaround. US government documents, patents, NTIS, NASA, health, medicine, biology, business, management, marketing areas.

DATATRAC INFORMATION SERVICE:
2848 Westervile Rd., Columbus, OH 43224
Frank Atkinson on (614) 476-5895
Access to Ohio State Library, Ohio Historical Society Library, and State of Ohio Library. Rush service available; deposit accounts accepted but not required. Postage and delivery costs extra; Mastercard and VISA.

ENVIRONMENT INFORMATION CENTER INC.:
48 W. 38th St., New York, NY 10018
Documents on Demand on (212) 944-8500
Online users are required to open a deposit account. Fee information on request. 48-hour turnaround; either hard-copy or microfiche.

FIND/SVP DOCUMENT RETRIEVAL SERVICE:
500 5th Avenue, New York, NY 10110
Dorothea Davidson on (212) 354-2449
FIND/SVP is a total business information resource. Provides quick retrieval of any published materials and quick information service provides answers to your business questions.

FISH AND WILDLIFE REFERENCE SERVICE:
3840 York Street Unit I, Denver, CO 80202
Wayne Coffey on (800) 525-3426 (in Colorado, 1-571-4656)
FWRS is an indexing and retrieval service which provides access to the documents generated by Federal Aid in Fish and Wildlife Restoration Program (Pittman-Robertson and Dingell-Johnson Acts).

FREELANCE RESEARCH SERVICE:
1004 California, Houston, TX 77006
Document Delivery Department on (713) 526-8058
Provides photocopies of journal articles, reports, newspapers, government documents, patents, conference proceedings. Request via letter, phone, DIALOG's Dialorder, and SDC's Maildrop.

GLOBAL ENGINEERING DOCUMENTS:
2625 S. Hickory St., Santa Ana, CA 92707
Jerome H. Lieblich or Joey Emerson on (714) 540-9870
Library of government, military and industrial specifications and standards. Copies available and shipped the same day on receipt of order. Send for informative brochure and price schedule.

IIT RESEARCH INSTITUTE (IITRI):
10 W. 35th St., Chicago, IL 60609
Gerald Yucuis or Rita DeLaPena on (312) 567-4341 or 567-4358
Provides document delivery for published material of all types. Access to 21 major libraries and SDI/Retro computer searching with access to over 400 major databases.

INFO/DOC (Information/Documentation):
P.O. Box 17109, Dulles International Airport, Washington, D.C. 20041
Document Delivery Service on (703) 979-5363
Furnishes US government documents, publications, "freedom of information" items, patents, retrieval from extensive sources. Online via DIALOG, ORBIT, mail, phone, telex: 903042, ans: INFO DOC. Online: ORDER INFO DOC.

INFO-SEARCH:
1520 N. Woodward, Bloomfield Hills, MI 48015
Gloria Donoher on (313) 642-5446
Will obtain copies or photocopies of documents cited in databases, bibliographies, conference papers, patents, government documents. Orders accepted from around the world. Searchers in major US libraries.

INFOQUEST:
11301 Rockville Pike, Kensington, MD 20895
Virginia Van Brunt on (301) 881-9400
Provides access to world-wide resources. Order online through SDC Electronic Maildrop: INFOQUEST or Dialorder: QUEST. Telex: 904059WSH. Deposit accounts receive 10% discount. Fee schedule on request.

INFORMATION BROKERS:
2888 Bluff St., Suite 152, Boulder, CO 80301
Cassandra Geneson or Marty Covey on (303) 449-8896
Complete information service providing computer literature searching and document delivery that is international in scope. Specializing in the acquisition of scientific and technological literature.

INFORMATION CONNECTION:
P.O. Box 6061, Santa Barbara, CA 93111
Linda K. Phillips on (805) 967-0922
An information broker doing computer-based searches; secondarily a document delivery service for the convenience of our customers.

INFORMATION INTELLIGENCE INC.:
P.O. Box 31098, Phoenix, AZ 85046
R. S. Huleatt or anyone on (602) 996-2283
World wide information resources with 24-hour service, 7 days a week. Provides search and document delivery. Volume discounts available. Free online ordering: (602) 996-9709.

INFORMATION MANAGEMENT SPECIALISTS:
1816 Race St., Denver, CO 80206
Soffia Frangos on (303) 320-0116
We obtain requests from local, state, national and international users. Local delivery within 3 working days; 24-hour service at additional charge. Fee information on request.

INFORMATION ON DEMAND:
P.O. Box 9550, Berkeley, CA 94704
Sue Rugge on (415) 841-1145
Full service retrieval of any published material using IOD staff stationed at UCB, UCLA, UCD, Stanford, John Crerar, Linda Hall, MIT, Cornell, Harvard Engineering Societies, NLM, NAL, LC, NTIS, UTx, UMi.

INFORMATION PROFESSIONALS:
800 Washington St., Denver, CO 80203
R.J. Jackson on (303) 837-1293
Provides document delivery, automated and manual searching. Organization of information and design of retrieval systems. Rush orders accepted at additional charge. Consultation available.

INFORMATION RESEARCH CONSULTANTS:
1330 Classen Blvd., Suite 121, Oklahoma City, OK 73106
Shirley Mangan on (405) 236-1349
Online database searches; document retrieval from all government agencies. Industry overviews, legal research, abstracting and indexing. Records management and library consultant. Fees vary; prices available on request.

INFORMATION STORE:
235 Montgomery St., Suite 800, San Francisco, CA 94104
Barry Champany on (415) 421-9376
Worldwide document retrieval and information services. Volume rates and deposit accounts available. Order via Dialorder, SDC, and Cable: INFOSTORE; The Source: TCC598; Telex: 18-1159; mail or phone.

INSTITUTE OF TEXTILE TECHNOLOGY:
P.O. Box 391, Charlottesville, VA 22902
Linda Justus on (804) 296-5511
Educational non-profit organization for textile research. One place where textile companies can turn to as a resource for journals and research.

KOMP INFORMATION SERVICES:
811 Fountain Ave., Louisville, KY 40222
Joel T. Komp on (502) 426-7754
Publishes Foods ADLIBRA and the database ADLIBRA. We possess every abstract found in the printed abstract periodical and the database.

L. M. WARREN INC.:
2000 West 12th Ave., Vancouver, B.C. V6J 2G2 Canada
Lois Warren on (604) 734-0755
An information service company providing library consulting, online searching, research and business information analysis. Secondarily provides document delivery for clients.

MANAGEMENT CONTENTS:
2265 Carlson Dr., Northbrook, IL 60062
Joseph Bremner on (312) 564-1006
Document delivery service for publications and journals covered by "Management Contents" and "Legal Contents" and in Management Contents database. Service available to subscribers and database users only.

MITS (Michigan Information Transfer Source):
400 Hatcher Graduate Library, University of Michigan, Ann Arbor, MI 48109
Anne Beaubien on (313) 763-5060
Provides copies of articles held at MiU within 2 working days; 1-4 weeks from other sources. Federal Express and rush service available. Request via mail, phone, DIALOG, SDC, or TWX.

MICROMEDIA LIMITED:
144 Front St., Toronto, Ontario M5J 2L7 Canada
Robert Gibson on (416) 593-5211
Provides document delivery, primarily monographs and corporate annual reports, for the most part Canadian-based. Canadian government documents. Services Canadian and world-wide clientele.

MICROXCHANGE:
222 E. Carrillo St., Suite 101, Santa Barbara, CA 93101
Maisie Cohen on (805) 963-4187
An information service company, specializing in microcomputing, which provides reference library searches, periodical collection, document retrieval, book ordering and contacts with programmers and industry.

NORTH CAROLINA SCIENCE AND TECHNOLOGY RESEARCH CENTER:
P.O. Box 12235, Research Triangle Park, NC 27709
Karen Campbell on (919) 549-0671
Information center specializing in science, technology, and business-related areas. Online literature search and documents. Complete NASA collection.

OATS (Original Article Text Service) from ISI:
3501 Market St., Philadelphia, PA 19104
Diane Sewell on (800) 523-1850 ext., 1141 (in PA 215-386-0100 ext 1141)
OATS provides tear sheets and photocopies from over 6,700 science, social science, arts and humanities journals. Coverage includes current and last three calendar years. All royalties paid by ISI.

PELNER LIBRARY SERVICE:
2107 Camden Ave., West Los Angeles, CA 90025
Bonnie Pelner on (213) 478-7600
Provides photocopies of articles from holdings in 19 libraries at UCLA. Order by mail, phone, Dialorder or Electronic Maildrop. Write or call for further information and fee schedule.

R.I.C.E. (Regional Information & Communication Exchange) RICE UNIVERSITY:
P.O. Box 1892, Houston, TX 77001
Patricia Samuelson on (713) 528-3553
Provides document retrieval, computer-generated bibliographies, translations, reference questions. Energy, chemical and oil industry specialists. Telex: 9108813766; answerback: EXCHANGE HOUS.

ROYAL TROPICAL INSTITUTE AGRICULTURAL INFORMATION & DOCUMENTATION SECTION:
Mauritskade 63, 1092 AD Amsterdam, Netherlands
Peter Thorpe on (020) 924949 ext. 290; Telex: 15080 kit nl
We supply copies of all material included in Abstracts on Tropical Agriculture (TROPAG file on SDC). In addition try us for items on Third World. Bibliographic searches also undertaken.

SAVAGE INFORMATION SERVICES:
608 Silver Spur Rd., Suite 310, Rolling Hills Estates, CA 90274
Sue Savage on (213) 377-5032
Consulting, information systems design and operation, records management systems, library automation, cataloging and indexing. Computer database searching, document delivery and photocopy services.

SCANINFO (Business Information International):
34 Kompagnistraede, 1208 Copenhagen, Denmark
Alex Gorski; Telex: 15492 buinfo dk; Cable: businessinfo copenhagen
Provides a full range of information consultancy and information gathering services. Will supply documents of any kind from all Scandinavia and rest of Europe. Major credit cards accepted.

TECHNICAL LIBRARY SERVICE INC.:
130 Fifth Ave., New York, NY 10011
Elaine Haas on (212) 675-0718
Documents from journal articles and texts in the NYC area. Specialize in medicine, science and technology. Also marketing, business, and social science. Response in 5 working days; phone and mail orders.

UNIVERSITY OF TULSA, SIDNEY BORN TECHNICAL LIBRARY:
600 South College, Tulsa, OK 74104
Jim Murray on (918) 592-6000 ext. 2231
Access to material abstracted in Petroleum Abstracts as well as access to over 5000 journals at University of Tulsa library. Order by phone or mail.

WARNER-EDDISON ASSOCIATES:
186 Alewife Brook Pkwy., Cambridge, MA 02138
Laurence Prusack on (617) 661-8124
Provides documents, books, library research, bibliography research. Worldwide sources. Specializes in business, economic, political and technical information. Access to all databases; computer searches.

WASHINGTON DOCUMENT SERVICE:
918 16th St., NW, Suite 102, Washington, D.C. 20006
Tom Gathright on (202) 789-0116
We are a corporate information service that specializes in providing Securities and Exchange Commission reports on a demand basis.

WASHINGTON SERVICE BUREAU INC:
1225 Connecticut Ave., NW, Washington, D.C. 20036
Crystal Williams on (202) 833-9220
A lawyer's and businessperson's service bureau engaged in retrieval of documents and information from US government and other resources located in Washington, D.C.

APPENDIX C: Section 2

SDC's ELECTRONIC MAILDROP SERVICE

SDC (System Development Corporation) offers an Electronic Maildrop Service which allows the online ordering of documents. The following is a list of suppliers from which documents can be ordered online through SDC. Any type of document from any SDC database or from any other source (i.e. printed bibliography) can be ordered depending on the supplier. For complete information about the Electronic Maildrop Service and its document suppliers, please contact SDC:

SDC Search Service
2500 Colorado Avenue
Santa Monica, CA 90406
800-421-7229

Electronic Maildrop Suppliers

Online Label	Organization
ORDER ADS	The Information Specialists
ORDER AGLINE	Doane-Western, Inc.
ORDER AZA	ATEF ZIKO & Associztes
ORDER APLSO	Pelner Library Service
ORDER BBA	Bogart-Brociner Associates, Inc.
ORDER BL	British Lending Library
ORDER CAB	Commonwealth Agricultural Bureaux
ORDER CAROLIB	Carolina Libray Services
ORDER CASDDS	Chemical Abstracts Service/Document Delivery Service
ORDER CISFICHE	Congressional Information Service
ORDER DERWENT	Derwent Publications Ltd.
ORDER DYNAMIC	Dynamic Services
ORDER ESL	Engineering Societies Library
ORDER EIC	Environmental Information Center, Inc.
ORDER ERIC	ERIC Document Reproduction Service (EDRS)
ORDER FINDIT	FIND/SVP Document Retrieval Service
ORDER INFODOC	INFODOC (Information/Documentation)
ORDER INFOINT	Information Intelligence, Inc.
ORDER INFOQUEST	INFOQUEST
ORDER INFORM	ABI/INFORM, Data Courier, Inc.
ORDER INFOSRCH	INFO SEARCH
ORDER INFOSTORE	The Information Store
ORDER IOD	Information on Demand
ORDER LANCE	Freelance Research Service
ORDER MANAGEMENT	Management Contents
ORDER MITS	MITS, University of Michigan
ORDER NTIS	National Technical Information Service
ORDER OATS	Institute for Scientific Information
ORDER RPIPAT	Research Publications, Inc.
ORDER SAE	Society of Automotive Engineers
ORDER UNI	XEROX University Microfilms
ORDER USRFP	Washington Representative Services, Inc.
ORDER WEA	Warner-Eddison Associates, Inc.

DIALOG® INFORMATION RETRIEVAL SERVICE

DIALORDER™ Suppliers

(as of January 1982)

.ORDER Acronym	Supplier
ACCESS	Associated Information Consultants (Ann Arbor, MI)
ADS	Information Specialists (Cleveland Heights, OH)
ADTRACK	Corporate Intelligence, Inc. (St. Paul, MN)
AII	Access Innovations, Inc. (Albuquerque, NM)
APLSD	Pelner Library Service (West Los Angeles, CA)
AQUA	Water Research Centre (Medmenham, Marlow, Buckinghamshire, U.K.)
ATLINFO	Atlanta Information Services (Decatur, GA)
AUSIDIAL	Insearch Ltd./DIALOG (Haymarket, NSW, Australia)
AZA	Atef Ziko & Associates (Houston, TX)
BBA	Bogart-Brociner Associates, Inc. (Annapolis, MD)
CAB	Commonwealth Agricultural Bureaux (Farnham Royal, Slough, U.K.)
CANDOCS	Micromedia Limited (Toronto, Ontario, Canada)
CAROLIB	Carolina Library Services (Chapel Hill, NC)
CASDDS	Chemical Abstracts Service Document Delivery Service (Columbus, OH)
CDUMI	University Microfilms International (Ann Arbor, MI)
CIS	Congressional Information Service (Bethesda, MD)
CPR	Career Placement Registry (Wilmington, DE)
CRC	Clearinghouse for Regulatory Material on Chemicals (Fairfax, VA)
CTRC	Colorado Technical Reference Center (Boulder, CO)
DATA	DATA-SEARCH (Pittsboro, NC)
DATAQUE	DataQuest International, Inc. (Chicago, IL)
DIALOG	DIALOG Information Retrieval Service (Palo Alto, CA)
DISCLO	Disclosure, Inc. (Washington, DC)
DYNAMIC	Dynamic Services (Menlo Park, CA)
EIC	Environment Information Center, Inc. (New York, NY)
ERIC	ERIC Document Reproduction Service (EDRS) (Arlington, VA)
ESL	Engineering Societies Library (New York, NY)
EUROSERV	Mikro-Cerid (Boulogne, France)
FINDIT	FIND/SVP (New York, NY)
GEOARCHS	Geosystems (London, United Kingdom)
GPOPRF	U.S. Government Printing Office (Washington, DC)
IFIPATS	IFI Plenum Data Company (Arlington, VA)
IIIAZ	Information Intelligence Inc. (Phoenix, AZ)
IITRI	IIT Research Institute (Chicago, IL)
INFO	Information on Demand (Berkeley, CA)
INFODOC	INFO/DOC - Information Documentation (Washington, DC)
INFORM	Data Courier, Inc. (Louisville, KY)
INFOSRCH	Info-Search (Bloomfield Hills, MI)
INFOSTOR	Information Store (San Francisco, CA)
IPDNY	Information Processing and Delivery (New York, NY)
LANCE	FreeLANCE Research Service (Houston, TX)
MASIS	Maruzen MASIS Center (Tokyo, Japan)
METALS	American Society for Metals (Metals Park, OH)
MGMT	Management Contents, Inc. (Skokie, IL)
MITS	Michigan Information Transfer Source (Ann Arbor, MI)
NTHBINFO	Norwegian Institute of Technology (Trondheim, Norway)
NTISUK	NTIS, United Kingdom Service Center (United Kingdom)
OATS	Institute for Scientific Information (Philadelphia, PA)
PHARMACY	American Society of Hospital Pharmacists (Washington, DC)
PTS	Predicasts, Inc. (Cleveland, OH)
QUEST	InfoQuest (Kensington, MD)
RAPRA	Rubber and Plastics Research Association of Great Britain (Shawbury, Shrewsbury, U.K.)
RPIPAT	Research Publications, Inc. (Arlington, VA)
SCANINFO	Business Information International (Copenhagen, Denmark)
SPECS	National Standards Association (Washington, DC)
TIBORDER	Technische Informationsbibliothek, Universitätsbibliothek (Hanover, Germany)
WEA	Warner-Eddison Associates (Cambridge, MA)
TRAIN	[Training Acronym. No Yellowsheet]

.ORDER TRAIN can be used to practice use of DIALORDER or for training and demonstrations to others. All orders entered using .ORDER TRAIN or .ORDERITEM TRAIN are ignored.

APPENDIX C: Section 3
OTHER SOURCES

Information Specialists
Article Delivery Service
2490 Lee Boulevard
Cleveland, Ohio 44118
(216)321-7500

ERIC Documentation Reproduction Service (EDRS)
3030 North Fairfax Drive
Arlington, VA 22201
(703)841-1212
(ERIC documents (ED numbers) only. Specifiy microfiche or paper copy.)

APPENDIX D

INTERLIBRARY LOAN POLICY

Interlibrary Loan Address:

TELEPHONE NO:_____
TWX NO:_____
NUC CODE:_____
OCLC CODE:_____
Photoduplication Address:

TELEPHONE NO:_____
TWX NO:_____
TWX SERVICE:
  Will accept loan requests_____
  Will accept phocotocy requests____
OCLC SERVICE:
  Will accept loan requests_____
  Will accept photocopy requests____
  Number of times symbol required
    in lender string_____
SERVICE CHARGES:
  No charge_____
  Charge per ILL transaction_____
PHOTOCOPY SERVICE:
  No charge up to_____ pages
  Charge per exposure_____
  Handling charge_____
  Minimum charge_____
MICROFILMING:
  Service available_____
  Charges for a) positive_____
    b) negative_____
BILLING PROCEDURE:
  Invoice with material_____
  Invoice on ILL form_____
  Payment in advance_____
  Other_____
POSTAGE:
  Do charge_____
  No not charge_____
SPECIAL COLLECTION STRENGTHS:
  _____
  _____
SUSPENSION OF ILL SERVICE DURING
  CHRISTMAS:_____
DURING SUMMER:_____
COMMENTS:

BOOKS:
  Will lend_____
  Will not lend_____
  Length of loan_____
  Will renew_____
  Special restrictions_____
  _____
PERIODICALS:
  Will lend_____
  Will not lend_____
  Lend if article exceeds_____pages
  Photocopy in lieu of loan if article
    under _____ pages
DISSERTATIONS:
  Will lend_____
  Will not lend_____
  Length of loan_____
  Will renew_____
  Microfilm available from:
    Our library_____
    University Microfilms since____
MASTER'S THESES:
  Will lend_____
  Will not lend_____
  Length of loan_____
  Will renew_____
MICROFORMS:

	Will lend:	Will not lend:
cards	_____	_____
Film	_____	_____
Fiche	_____	_____
Print	_____	_____

GOVERNMENT PUBLICATIONS:

Depository:	Will lend:	Will not lend
State	_____	_____
U.S.	_____	_____
Canada	_____	_____
Gt. Britain	_____	_____
U.N.	_____	_____
Other	_____	_____

  Length of Loan_____
  Will renew_____
SPECIAL MATERIALS:
  Type_____
  Will lend_____
  Will not lend_____
  Length of loan_____
  Will renew_____

APPENDIX E
SAMPLE ILL FORMS

INTERLIBRARY LOAN APPLICATION: BOOK OR THESIS

The Earlham Libraries should be used effectively before requesting an interlibrary loan.

IL: _____
Date: _____
Rec.: _____
Due: _____
Ret.: _____
R. Req.: _____
N. Date: _____

What is your topic? _____

What course is this for? _____

Signature of Reference Librarian who has helped you: _____

Please PRINT the Following:

_____
Author's Last Name *First Name* *Middle Names or Initials*

_____
Complete Title

_____
Place of Publication *Publisher* *Year*

_____
Source where you found this book cited—Author and Title/Periodical, Volume—Page Number.

(Material will not be searched for unless line above is completed)

After what date will this book not be useful? _____

_____
Borrower *Box Number or Address* *Phone*

1. User Application for Book or Thesis
(Courtesy Earlham College)

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APPENDIX E
SAMPLE ILL FORMS (cont'd)

INTERLIBRARY LOAN APPLICATION: PERIODICAL ARTICLE PHOTOCOPY

The Earlham Libraries should be used effectively before requesting an interlibrary loan.

ILL: _____
Date: _____
Rec.: _____
Due: _____
Ret.: _____
R. Req.: _____
N. Date: _____

What is your topic? _____

What course is this for? _____

Signature of Reference Librarian who has helped you: _____

Please PRINT the Following:

_____
Periodical Title

_____
Volume *Paging* *Date* *Author's Last Name* *First Name*

_____
Title of Article

_____

_____
Source in which you found this article—Periodical and Volume/Author and Title—Page Number.

(Material will not be searched for unless line above is completed)

After what date will this article not be useful? _____

_____
Requested by *Box Number or Address* *Phone*

NOTICE — Warning Concerning Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of the specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

2. User ILL Application for Journal Article Photocopy
(Courtesy Earlham College)

LENDING LIBRARY | VERIFICATION | LOAN INFORMATION-LIBRARY USE ONLY

RECEIVED	POST. & INS.	DUE	RETURNED

TO: SCIENTIFIC LIBRARY COPY, MC 789 *SEE COPYRIGHT RESTRICTIONS (REVERSE SIDE)

SEND CHECKED ITEM - COPY ☐ TITLE PAGE ONLY ☐ DATE _____

PLEASE PRINT

TO: * DEPT. NO. _____ PHONE NO. _____

NAME _____

JOURNAL _____

AUTHORS _____ VOL. NO. PAGES YR.

ARTICLE TITLE _____

BOOK TITLE _____

VOL/ED _____ PUB. _____ YR. _____

AUTH./EDITOR _____ CHAPTER AUTHOR _____

CHAPTER TITLE _____ PAGES _____

CITED IN:

A./BK. _____

AUTHOR _____ VOL/ED ABS. NO./ PAGES YEAR

COPY REQUEST—SCIENTIFIC LIBRARY

CHECKED IN:

CHECK - IN FILES

SCI
SOURCE
CITATION

IM

CA

BA

CURR. CONT.

NLM CAT.

OTHER

STATUS OF MATERIAL REQUESTED
(CIRCLE APPROPRIATE NO.)

1. NOT YET RECEIVED
2. HOLDING CARD FOR ISSUE ARRIVAL
3. MISSING FROM STACKS
4. ROUTED
5. AT BINDERY
6. ORDERED ON INTER-LIBRARY LOAN
7. RESUBMIT REQUEST
   ONE WEEK ONE MONTH
8. THIS IS A DEPARTMENTAL HOLDING. IT MAY BE BORROWED FROM:

_____

NOTICE — WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

REQUESTER'S SIGNATURE _____

3. Sample User ILL Request for Books and Journal Articles (Courtesy Eli Lilly Scientific Library)

APPENDIX E
SAMPLE ILL FORMS (cont'd)

A REQUEST

Date of request: 9-18-81 Not needed after: Requester's order no. x82-1399

CALL NO.

INTERLIBRARY LOAN LIBRARIAN
LIBRARIES, PURDUE UNIVERSITY
WEST LAFAYETTE, INDIANA 47907

For use of Status Under grad Dept.

Book author OR periodical title, vol. and date
Archives of disease in childhood. Vol. 55, No. 9, 1980

Book Title, edition, place, year series OR periodical article author, title, pages. ☐ This edition only
Birkbeck et al: 25-Hydroxycholecalciferol serum levels in breast-fed infants. pp. 691-695

Verified in: OR: item cited in
IpU-N P. 30 (CCG)
ISBN, OR ISSN, or LC card, or OCLC or other number if known
If non-circulating, & cost does not exceed $ 5.00 please supply ☐ Microfilm ☐ Hard copy

Eli Lilly and Company
Interlibrary Loan Assistant
Scientific Library
P.O. Box 618
Indianapolis, IN 46206

Request complies with
☒ 108(g)(2) Guidelines (CCG)
☐ other

AUTHORIZED BY (full name) RUTH G. ROTHENBERG/ mfe
TITLE INTERLIBRARY LOAN COORDINATOR

Request for ☒ LOAN or ☒ PHOTOCOPY
According to the A.L.A. Interlibrary Loan Code
REPORTS: Checked by
SENT BY: ☐ Library rate ☐
Charges $ Insured for $
Date sent
DUE
RESTRICTIONS: ☐ For use in library only
☐ Copying not permitted ☐
NOT SENT BECAUSE: ☐ In use ☐ Not Owned
☐ Non Circulating
☐ Request of
Estimated Cost of: ☐ Microfilm ☐ Hard copy
BORROWING LIBRARY RECORD:
Date received
Date returned
By ☐ Library rate ☐
Postage enclosed $ Insured for $
RENEWALS: ☐ No renewals
Requested on
Renewed to
(or period of renewal)

Date of request: Feb. 16, 1982

A REQUEST

Call No.

Interlibrary Loan
Smithville Public Library
123 Main St.
Any Town, USA 12345

For use of M. Smith Status Head Dept.

Author (or periodical title, vol. and year)
Austin, James H.

Title (with author & pages for periodical articles) (Incl. edition, place & date) ☐ This edition only
Chase, Chance and Creativity
Columbia U. Pr 1978

Verified in (or source of reference) OCLC 3089869

If non-circulating please supply ☐ Microfilm ☐ Hard copy if cost does not exceed $

Interlibrary Loan
Indiana State Library
140 N. Senate Ave.
Indianapolis, IN 46204

Note: The receiving library assumes responsibility for notification of non-receipt.

AUTHORIZED BY: C. Jones
(FULL NAME) Title ILL Librarian

INTERLIBRARY LOAN REQUEST
According to the A.L.A. Interlibrary Loan Code
REPORTS: Checked by
SENT BY: ☐ Library rate ☐
Charges $ Insured for $
Date sent
DUE
RESTRICTIONS: ☐ For use in library only
☐ Copying not permitted ☐
NOT SENT BECAUSE: ☐ In use ☐ Not Owned
☐ Non circulating ☐
Estimated Cost of: Microfilm Hard copy
BORROWING LIBRARY RECORD:
Date received
Date returned
By ☐ Library rate ☐
Postage enclosed $ Insured for $
RENEWALS:
Requested on
Renewed to
(or period of renewal)

4. Sample AIA ILL Request Form
(Courtesy Purdue University Libraries and Eli Lilly, Scientific Library)

APPENDIX F

INDIANA UNIVERSITY SCHOOL OF MEDICINE LIBRARY

Interlibrary Loan Policy

The Indiana University School of Medicine Library is the Indiana resource library in the six-state Midwest Health Science Library Network. As Region 7 of the National Library of Medicine's Regional Medical Library Program this region supports health science library services to health personnel in Illionois, Indiana, Iowa, Minnesota, North Dakota, and Wisconsin.

The School of Medicine Library's mission is to support medical research, education, and patient care at the Indiana University Medical Center and in the State of Indiana. Primary patrons include faculty, staff, and students at the Medical Center, faculty and students at the School's eight Centers for Medical Education, all Indiana physicians and practicing health professionals, and college and university faculties in the State.

The Library supplies interlibrary loans (books in the original, serial articles by photocopy) to all health science libraries, academic libraries, and health-related corporation libraries in Indiana. As a resource library for the Midwest Network this library will refer requests for material it does not own to one of the other 12 resource libraries in the Region or to the National Library of Medicine. If the request is to be referred , the request must be so stamped.

Serials in the original do not circulate outside the Indianapolis metropolitan area. Rare items, reference materials, and other unique materials are not available on interlibrary loan. Interlibrary loans will not be supplied for non-qualified borrowers. Non-qualified patrons are welcome to use the Library in person during certain specified hours.

A complete bibliographic citation is required for all requests. Complete verification is also required. Verification is not a listing in a locator tool, but proof the material exists as requested. All requests will be returned if citations are incomplete or abbreviated and/or verifications are incomplete.

Verification sources include:

Biological Abstracts
Chemical Abstracts
Current Contents
Hospital Literature Index
Index Medicus
Medline computer printouts
National Library of Medicine Current Catalog
Nursing Literature Index
OCLC

Borrowing libraries are responsible for determining that the School of Medicine Library has the material before requesting. HESSI (Health Science Serials in Indianapolis) or OCLC should be used. Repeated requests for materials not in the Library may be charged as if they were a filled request.

Borrowing libraries are responsible for complying with copyright laws and either CCG or CCL of the copyright statement is to be marked on all requests.

Requests may be made by standard ALA forms directly to the School of Medicine Library, by TWX, or by OCLC. The School of Medicine Library does not require interlibrary loan requests to be channeled through the ALSA network or the Indiana State Library. Phone requests are not accepted unless a hospital has an emergency patient care situation. Letters from individuals or institutions without libraries are not accepted.

All elements of an ALA request form must be included on all forms of request. The patron, and his/her status, for whom the request is made must be identified and the School of Medicine Library reserves the right not to supply the material if the individual is not qualified. The date after which the material is no longer needed must be noted.

No subject requests are accepted. Computer search requests should not be submitted on interlibrary loan request forms.

No interlibrary loan materials can be renewed. The due date indicated means the date the item is due in the School of Medicine Library. The borrowing library is responsible for enforcing this policy.

Replacement costs for all lost materials are to be paid by the borrowing library.

If the Library specifies that material may not leave the borrowing library or is too fragile to photocopied, it is the responsibility of the borrowing library to enforce the restrictions.

There is a $4 charge for each interlibrary loan transaction (original or photocopy limited to 50 pages) supplied by the School of Medicine Library. The School of Medicine Library has no control over charges made by other resource libraries for requests referred to them. The School of Medicine Library bills monthly.

[Supplied by the Indiana University School of Medicine Library]

APPENDIX G

ADDRESSES OF ALSAS, STATE RESOURCE CENTERS
AND OTHER ILL RELATED AGENCIES

(Map of ALSA regions supplied by Indiana State Library.)

APPENDIX G (cont'd)

AREA	ADMINISTRATIVE OFFICE	REFERENCE CENTER(S)
1 Northwest Indiana ALSA (NIAISA)	200 W. Indiana Ave. Chesterton, IN 46304 (219)926-1146	Lake Co. Public Library 81st Ave. West Merrillville, IN 46410 (800)552-8950
2 Area 2 ALSA	219 W. Market St. Nappanee, IN 46550 (219)773-3641	Mishawaka Public Library 209 Lincoln Way East Mishawaka, IN 46544 (219)674-5079
3 Tri-ALSA	304 Central Bldg. 203 W. Wayne Fort Wayne, IN 46802 (219)424-6664	Fort Wayne-Allen Co. Library 900 Webster St. Fort Wayne, IN 46802 (219)424-6664
4&5 Wabash Valley ALSA (WVALSA)	222 S. Washington Crawfordsville, IN 47933 (317)362-4235	222 S. Washington Crawfordsville, IN 47933 (317)362-4235 Kokomo Public Library 222 N. Union St. Kokomo, IN 46901 (317)457-7245
6&9 Eastern Indiana ALSA (EIALSA)	R.R. 1, Box 76a Daleville, IN 47332 (317)378-0216	Muncie Public Library 301 E. Jackson St. Muncie, IN 47305 (317)286-8935 or 1-800-662-8903
8 Central Indiana ALSA (CIALSA)	1100 W. 42nd St., Rm. 240 Indianapolis, In 46208 (317)926-6561	Indianapolis-Marion Co. Public Library 40 E. St. Clair Indianapolis, IN 46204 (317)269-1700 (info.ctr.)
7&10 Stone Hills ALSA (SHALSA)	159 Market P.O.Box 203 Spencer, IN 47460 (812)829-6014	Monroe Co. Public Library 303 E. Kirkwood Ave. Bloomington, IN 47401 (812)339-2271 Vigo Co. Public Library 1 Library Square Terre Haute, IN 47807 (812)232-1113, x-243

11,12&14 Southeastern Indiana AISA (SIALSA)	520 6th St. Columbus, In 47201 (812)372-0691	520 6th St. Columbus, IN 47201 (812)372-0691 WATS 1-800-832-5396 New Albany-Floyd Co. Library 180 W. Spring St. New Albany, In 47150 (812)948-8639 WATS 1-800-892-2740
13 Four Rivers ALSA	Room 210 Old Vanderburgh Court House Evansville, IN 47708 (812)425-1946	c/o Central Library 22 South East 5th St. Evansville, IN 47708 (812)425-4721

State Resource Centers

Ball State University Library
ILL Service
Muncie, IN 47306
(317)285-1779

Indiana University Library
Interlibrary Loan Office
Bloomington, IN 47405
(812)335-6549

Interlibrary Loan Service
Purdue University Libraries
Lafayette, IN 47907
(317)494-2800

Interlibrary Loan Office
Indiana State University Library
Terre Haute, IN 47809
(812)232-6311, x-2209

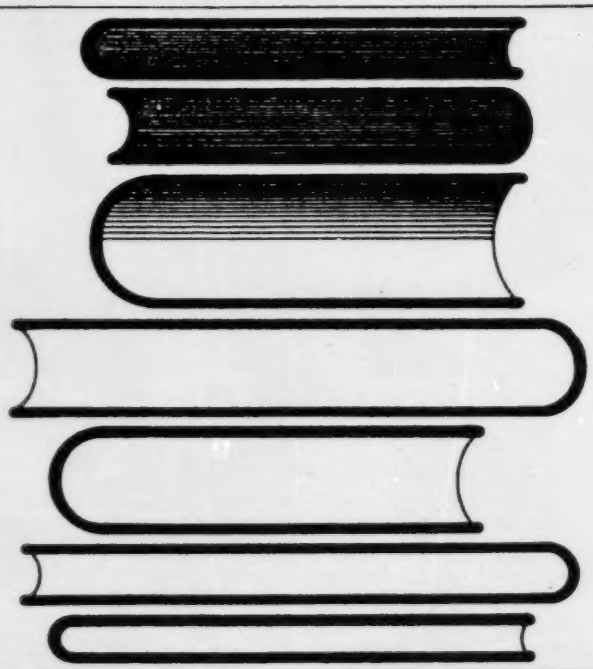
ILL Office
University Libraries
University of Notre Dame
Notre Dame, IN 46556
(219)239-6260

Other Library Addresses

Indiana State Library
140 N. Senate Avenue
Indianapolis, IN 46204
(317)232-3675

I.U. School of Medicine
School of Medicne Library
Med. Sci. 122
1100 W. Michigan St.
Indianapolis, In 46223
(317)264-7182

LIBRARY
OF
CONGRESS
LOAN
DIVISION
INTERLIBRARY
LOAN
SERVICES



INTERLIBRARY LOAN SERVICES

The Library of Congress is a research library that makes its resources available through 16 reading rooms and other study facilities on Capitol Hill and elsewhere in the Washington, D.C. area. It also extends the use of its collections outside the area through an interlibrary loan service provided by the Loan Division.

Under the system of interlibrary loan the Library of Congress will lend certain materials to *other libraries* for use by investigators in serious research. Requests for such loans must come from the library concerned.

The interlibrary loan service is intended to aid scholarly research by making available unusual materials not readily accessible elsewhere. It is intended to supplement the resources of other libraries, but not to provide the major part of items needed for extended research. Consequently, the scope of the service does not include lending large numbers of items for a single investigation. Local, state, and regional libraries are expected to serve as the primary sources of research materials, while the Library of Congress serves as a library of last resort. If a researcher must have access to many items available only in the Library of Congress, he is welcome to make use of them in the Washington, D.C. facility.

Eligibility of Out-of-Town Borrowers

The interlibrary loan service is available to research workers through any academic, public, or special library in the United States or any major library in the world. Junior college libraries and media centers are included in the definition of "academic" for loan purposes; other school libraries and media centers below that level are excluded.

Academic libraries are expected to originate requests for materials needed by faculty members in their academic work. They may request materials for graduate students pursuing master's or doctoral programs only when the material is not available elsewhere in North America. Materials ordinarily will not be provided to support undergraduate study.

Public libraries are expected to request materials only for patrons pursuing serious research. Federal agency libraries may borrow materials for use in official work. Special libraries may request items for use in serious research at the institution. All libraries are expected to seek the material from local sources, however, before they apply to the Library of Congress.

Library of Congress ILL Services
(Courtesy Library of Congress)

Materials Not Available for Loan

Because of internal needs, including its primary service obligation to the Congress, and for other reasons, the Library does not lend certain materials. These include:

1. Books that are in print and procurable through ordinary trade channels.
2. Books and other materials frequently needed by Congress, local Federal agencies, or readers in the Library. Many official documents, books in various reference collections, language dictionaries, encyclopedias, genealogies and local history materials are ordinarily excluded on this basis.
3. Newspapers, periodicals, and collected sets. Exceptions may be made when microfilm is available.
4. Materials of unusual value or rarity including manuscripts (unless on microfilm) and items assigned to the rare book collection, materials in poor physical condition, or materials which by reason of size or other characteristic require expensive packing.
5. Sheet music, librettos, motion picture films, and dissertations on microfilm.

Some exceptions to these rules are made for Federal libraries in the Washington, D.C. area.

Submission of Requests

Requests for loans may be submitted on standard American Library Association forms* in accordance with the Interlibrary Loan Code. Forms should be addressed to: Library of Congress, Loan Division, Washington, D.C. 20540.

Requests also may be submitted by teletype (710-822-0185) or, in cases of special urgency, by telephone (202-287-5444). If a teletype reply is desired, libraries should indicate on the message "Please reply TWX collect." All requests will be handled as quickly as possible; those showing reply deadlines will be given special attention by the Loan Division whenever possible.

---

*Standard ALA interlibrary loan forms are available from library supply houses. Government libraries may order forms from the General Services Administration. (Form SF-162, GSA Stock No. 7540-145-01-69)

Loan Period

Interlibrary loans are made for a period of two weeks, from the date of issue in the metropolitan Washington area and from the date of receipt outside the area. One extension for an additional two weeks is granted upon request whenever feasible. All materials on loan are subject to immediate recall if required for Congressional use.

Lost and Damaged Items

The borrowing library must assume complete responsibility for the safety and prompt return of all borrowed material. It is expected to apply to the borrowed materials the same safeguards it would apply to materials of its own. The responsibility of the borrowing library extends from the time the material is charged out until it is returned safely to the Library of Congress. In cases of loss or damage, the borrowing library is expected to attend to the details of making replacements. Any item not returned within six months after the expiration date of the loan period will be deemed to have been lost. If the borrowing library cannot obtain a copy of the lost edition, it may reimburse the Library by check or money order for the value of the lost item, or the Chief of the Loan Division may recommend a substitute title as a replacement.

Photoreproduction Services

The Library of Congress does not ordinarily lend materials for the purpose of photocopying. Photoreproductions of most materials in the Library's collections, however, are available from the Photoduplication Service at moderate cost. In this manner libraries can obtain for their patrons much of the material unavailable on interlibrary loan. Requests for photocopies may be sent with complete bibliographic data to: Library of Congress, Chief, Photoduplication Service, Washington, D.C. 20540, or the appropriate annotation can be made on the interlibrary loan form and the Loan Division will transfer the request to the Photoduplication Service if the item requested cannot be provided on loan.

Hours and Location

The Loan Division, Room G155, Library of Congress Building, is open for business from 8 a.m. to 5:15 p.m. every weekday, except holidays. The telephone number is 202-287-5441.

Page 2. Library of Congress ILL Services
(Courtesy Library of Congress)

PROSECUTION FOR THE RETURN OF LIBRARY MATERIALS

Acts of 1980, Public Law No. 206

Be it enacted by the General Assembly of the State of Indiana:

SECTION 3.5 (a) If a person:

(1) borrows any article which belongs to or is in the care of any library, gallery, museum, collection, or exhibition;
(2) borrows the article under an agreement to return the article within a specified period of time; and
(3) fails to return the article within that specified period of time;

then the lender shall comply with subsection (b).

(b) If a person commits those acts specified in subsection (a), the lender shall:
(1) send written notification of the violation of the agreement to the borrower;
(2) attach a copy of this section to the notice;
(3) include in the notice a request for return of the article within fifteen (15) days of receipt of the notice; and
(4) mail the notice to the last known address of the borrower or deliver it to the borrower in person.

The lender shall send the notice required by this subsection by certified or registered mail, return receipt requested.

(c) if the borrower willfully or knowingly fails to return the article, or reimburse the the lender for the value of the article within thirty (30) days of receipt of the notice required in subsection (b), he commits a Class C infraction.

(d) A person who commits an offense under this section may not be charged with an offense under section 2 or 3 of this chapter for the same act. (IC 35-43-4-3.5)

The penalty for a Class C infraction is a fine of not more than $500 (IC 35-50-4-4).

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APPENDIX J
THE OCLC ILL SYSTEM

The Indiana Cooperative Library Services Authority is the contracting network for provision of OCLC services in Indiana. Among these services is an online computer-based ILL system. A brief description of this system follows.

As each library user of the OCLC system catalogs an item, its ID code (called a holding code) is retained in the data base linked to the catalog record. For example "IUL" is the holding code for the Indiana University Libraries. There are over 100 million holding codes in the data base of some 8 million titles of books, serials, phonorecords, maps, etc.

A library can search for a specific title and can ask for a holdings display. This display is organized by state to facilitate rapid location of material in nearby libraries. A borrowing library can command the computer to generate an ILL workform automatically from the catalog record for a specific title. The library then inputs data similar to that required on a printed ILL request. However, the library can also enter a "string" of up to five potential lenders and the OCLC computer system will automatically route the request to the second library in the string if the first can't supply and so on.

The ILL request stays in the online file, accessible to lender and borrower until the transaction is complete. A fee is charged for use of the system on a transaction basis.

Training in the use of the online ILL system is provided by INCOLSA staff. Inquiries may be directed to them.

Following is a series of printouts illustrating various aspects of the online OCLC ILL system. (In actual use, these data appear first on a TV-like screen and are printed out as required.)

The OCLC system provides other valuable aids to ILL. For example, the Indiana Union List of Serials is online via the OCLC system. This constantly updated file aids in identification of libraries owning specific volumes of a periodical or serial.

Another useful file is the Name Address Directory (NAD) which provides online information about libraries including address, telephone number, and departments.

```
NO HOLDINGS IN TQD -  FOR HOLDINGS ENTER dh DEPRESS  DISPLAY RECD SEND
 OCLC: 6143159      Rec stat: p Entrd: 800612        Used: 801106
Type: a Bib lvl: m Govt pub:   Lang:  eng Source:    Illus:
 Repr:   Enc lvl:   Conf pub: 0 Ctry:  nyu Dat tp: s M/F/B: 10
 Indx: 0 Mod rec:   Festschr: 0 Cont: b
 Desc: i Int lvl:   Dates: 1980,
  1 010     80-12444//r80
  2 040     DLC c DLC
  3 020     0884210707 : c $9.95
  4 043     n-us---
  5 050 0   HQ755.8 b .M87
  6 082     306.8/7
  7 049     TQDD
  8 100 10  Murdock, Carol Vevjoda.
  9 245 10  Single parents are people too! : b How to achieve a positive
self-image and personal satisfaction / c Carol Vevjoda Murdock.
 10 260 0   [New York] : b Butterick Pub., c [c1980]
 11 300     192 p. ; c 26 cm.
 12 504     Bibliography: p. 187-192.
 13 650  0  Single parents z United States.
```

Figure 1. OCLC Catalog Record.

```
 Screen 1 of 3
ALL LOCATIONS -  FOR OTHER HOLDINGS DISPLAYS ENTER dhg, dhs, OR dhr, DISPLAY
RECD, SEND; FOR BIBLIOGRAPHIC RECORD ENTER bib, DISPLAY RECD, SEND

STATE     LOCATIONS
 AL      ABJ ALM ASL
 AR      AKC AKD AKF
 AZ      AZD AZN AZT YCC
 CA      CBA CBL CCP CCR CDH CDS CDU CFL CGL CGW CKC CNO CPP CPT CRP CSA CTO CZA
         MCF PFO SJP SXP
 CO      CBS CLF COB COQ DPL
 CT      BPT FAU FEM GRN HPL SSA WHP
 DC      DLC DWP
 DE      DLE DLM DWW
 FL      DZM EFM EFN FBA FBR FJN FPJ JPL ORL
 GA      GAP GGC MBC
 IA      IOH IOS IOU IWN IWP
 IL      IAA IAD IAW IBI IDQ IDS IDW IDY IEZ IFG IFK IHV IWE UIU
 IN      IAM ICP IEP IGP IHP IJV IKP ILC IMD IMR IMU INN INR IPL ISO ITC IVC
 KS      KFW KKA KKC KKM KKN KKV
 LA      LNC LSM
 MA      FRM WZW
 MD      CUC MDB
```

Figure 2. Holding Code Display (1 only of the three screens included)

```
Request sent
 ILL: 987531     Borrower: TQD       ReqDate: 801107    Status: PENDING
 OCLC: 6143159  NeedBefore: 801215  RecDate:           RenewalReq:
 Lender: *TQC                        DueDate:           NewDueDate:
 1 CALLNO:
 2 AUTHOR: Murdock, Carol Vevjoda.
 3 TITLE: Single parents are people too! : How to achieve a positive self-
image and personal satisfaction /
 4 EDITION:
 5 IMPRINT: [New York] : Butterick Pub., [c1980]
 6 ARTICLE:
 7 VOL:         NO:                DATE:                PAGES:
 8 VERIFIED: OCLC
 9 PATRON: Smith, John S.
10 SHIP TO: INCOLSA 1100 W. 42 St. Indianapolis, IN 46208
11 BILL TO: Same
12 SHIP VIA: UPS                    MAXCOST:   $5.00
13 BORROWING NOTES: CCG
14 LENDING CHARGES:                 DATE SHIPPED:        SHIP INSURANCE:
15 LENDING RESTRICTIONS:
16 LENDING NOTES:
17 RETURN TO:
18 RETURN VIA:
```

Figure 3. Automatic ILL Workform.

```
 Screen 1 of 2
INDIANA UNION LIST OF SERIALS
Outdoor Indiana.
ISSN: 0030-7068  CODEN:          OCLC no:  2391881  Frequn:  m  Regulr: n
ITEMS MARKED + HAVE FULLER HOLDINGS. REQUEST LINE NO. TO VIEW THESE.

   1 +  IAM (8107,0,4,6,Retains current year.) 45- 1980-
   2 +  ICC (8106,0,4) 34- 1969-
   3 +  ICP (8106,0,4,6,Retains 10 years) 36- 1971-
   4 +  IEP (8106,0,4) 1- 1934-
   5 +  IFJ (8106,0,4,6,Retains latest 6 years) 41- 1976-
   6 +  IGR (8106,0,4) 37-40,42- 1972-1976,1977-
   7 +  IIB (8106,0,4) 33- 1968-
   8 +  IMC (8107,0,4) 38- 1973-
   9 +  IMP (8106,0,4) 1- 1934-
  10 +  IMQ (8107,0,4) 2- 1959-
  11 +  IMR (8106,0,4,6) 13- 1946-
  12 +  INA (8106,0,4) 32-34,37- 1966-1969,1972-
  13 +  INB (8107,0,4) 1-19,;3-8,33- 1934-1952,1959-1965,Dec.68-Jan.69-
  14 +  INN (8106,0,4) 4-7, 32- 1961-1964, 1966-
  15 +  ITC (8105,0,4) 42- 1977-
  16 +  ITU (8106,0,4) 7-27,6-8,32- 1941-1950,1960-
```

Figure 4. Sample Online Indiana Union List of Serials Display.

```
NACN:  1733 DATE MODIFIED:  810814   DATE LAST USED:  810731

 1 ATTN OF:  0
 2 TITLE     0
 3 ORGANIZ     Anderson Pub Libr t LIBR
 4 PO/ST       32 W 10th St
 5 CITY/ST      c Anderson s IN p 46016 n US
 6 IDENTITY     l Main n InAnd o IAM o ILSU o INC z OCL
 7 COMMUN      317 p 644-0938
 8 AFFIL'N     OCLC a INCOLSA a Indiana Union List of Serials
 9 POLICIES
10 MESSAGE
```

Figure 5. Sample Name Address Directory Display.

APPENDIX K

RECIPROCAL BORROWING COVENANT

Whereas, it is to the advantage of the people of Indiana that intellectual materials be accessible to them; and

Whereas, public libraries have been developed to promote free access to intellectual materials available in organized collections of such materials in locally supported public libraries; and

Whereas, the parties to this agreement are desirous of fulfilling their obligations and purposes in this regard do

Hereby, covenant between them on behalf of the people in their library district to permit any person holding a valid resident borrower's card from any library which is a party to the Covenant access to circulating materials, such an arrangement being generally referred to as reciprocal borrowing, subject only to the conditions set forth here following:

1. Users of this arrangement are expected to
   a. conform to the rules and regulations of the institution from which they borrow
   b. present a valid resident borrower's card issued by their local library as evidence of their eligibility for this service; and
   c. pay promptly all delinquency charges which may accrue against them.
2. Participating libraries agree to assist each other, if necessary (on request) in recovering materials.
3. Participating libraries may limit this activity to specific classes of materials at their discretion, but are encouraged to provide unlimited access.
4. Participating libraries are not required to take reserves or initiate interlibrary loan requests.
5. Participating libraries must be a member of an ALSA.

This covenant becomes effective on the latest date shown below and shall remain in force until either party wishes it modified or cancelled, in which case ninety days notice must be given in writing to the Indiana State Library. A copy of this agreement shall be filed with the State Library upon signing.

_____ Public Library

_____ Date _____ Librarian

_____ Date _____ President, Board of Trustees

(Courtesy Extension Division, Indiana State Library)

_____Public Library

Reciprocal Borrowing Restrictions

Please check the statements which apply to your library's policy regarding loan of materials to reciprocal borrowing patrons:

_____ All library materials loaned to resident borrowers will be loaned to reciprocal borrowing patrons.

_____ Reciprocal borrowing patrons may borrow only the following types of materials:

_____Books
_____Periodicals
_____Vertical file materials
_____Films
_____Records
_____Slides
_____Video-tapes
_____Filmstrips
_____Art Prints
_____Microfilm
_____Microfiche
_____Other (Please list)

Borrower's Card Requirements

Please check the statement that applies to your library:

_____ The library does not normally issue borrower's cards to patrons of the library district.

Please indicate what identification your patrons will be given to use in other libraries:

_____Letter from library
_____Special card issued on request
_____Other (Please specify)

_____ The library issues borrower's cards to patrons of the library district.

Do you plan to issue your library's borrower's card to reciprocal borrowing patrons?
Yes_____ No_____

Please return to the Extension Division, Indiana State Library, 140 North Senate Ave., Indianapolis, IN 46204. This information will be provided with the succeeding list of participating libraries.

(Courtesy Extension Division, Indiana State Library)

ED/ISL
10/79

APPENDIX L

INTERLIBRARY LOAN POLICY

Interlibrary Loan Address:
Ball State University
Interlibrary Loan
Muncie, IN 47306
TELEPHONE NO: 317/285-1779
TWX NO: N/A
NUC CODE: InMB
OCLC CODE: IBS
Photoduplication Address:

Same

TELEPHONE NO: Same
TWX NO: N/A
TWX SERVICE:
Will accept loan requests N/A
Will accept phocotocy requests N/A
OCLC SERVICE:
Will accept loan requests Yes
Will accept photocopy requests Yes
Number of times symbol required in lender string one
SERVICE CHARGES:
No charge none
Charge per ILL transaction none
PHOTOCOPY SERVICE:
No charge up to 15 pages
Charge per exposure $.10 for 16 or more
Handling charge none
Minimum charge none
MICROFILMING:
Service available no
Charges for a) positive N/A
b) negative N/A
BILLING PROCEDURE:
Invoice with material
Invoice on ILL form
Payment in advance
Other await Invoice from Bus. Office
POSTAGE:
Do charge
No not charge But welcome postage in form of stamps
SPECIAL COLLECTION STRENGTHS: John Steinbeck, Sir Norman Angel, Middletown Studies
SUSPENSION OF ILL SERVICE DURING CHRISTMAS: Dec 10-Jan 4
DURING SUMMER: no
COMMENTS:

BOOKS:
Will lend Yes
Will not lend --
Length of loan 2 weeks use
Will renew If there is no HOLD on book
Special restrictions From other than General Collection, length of loan is 1 week
PERIODICALS:
Will lend No, under no circumstances
Will not lend
Lend if article exceeds -- pages
Photocopy in lieu of loan if article under -- pages
DISSERTATIONS:
Will lend In 4-State Univ. Coop. only
Will not lend N/A
Length of loan N/A
Will renew N/A
Microfilm available from:
Our library N/A
University Microfilms since degree was offered
MASTER'S THESES:
Will lend Yes, if circulating copy avail.
Will not lend --
Length of loan 2 weeks use
Will renew No
MICROFORMS:

	Will lend:	Will not lend:
cards	x	
Film	x	
Fiche	x	
Print	N/A	

GOVERNMENT PUBLICATIONS:

Depository:	Will lend:	Will not lend:
State	no	
U.S.	yes	yes
Canada	no	
Gt. Britain	no	
U.N.	no	
Other	no	

Length of Loan 1 week
Will renew yes
SPECIAL MATERIALS:
Type A-V
Will lend N/A
Will not lend x
Length of loan N/A
Will renew N/A

INTERLIBRARY LOAN POLICY

Interlibrary Loan Address: Indiana State University Library
Interlibrary Loan
Terre Haute, IN 47809

TELEPHONE NO: 812- 232-6311 ext.2209
TWX NO: TWX terminal is not owned
NUC CODE: InTi
OCLC CODE: ISU
Photoduplication Address: same as above
Indiana State University Library
Interlibrary Loan
Terre Haute, IN 47809
TELEPHONE NO: same as above
TWX NO: Terminal not owned
TWX SERVICE:
Will accept loan requests
Will accept phocotocy requests
OCLC SERVICE:
Will accept loan requests X
Will accept photocopy requests X
Number of times symbol required in lender string one
SERVICE CHARGES:
No charge X
Charge per ILL transaction
PHOTOCOPY SERVICE:
No charge up to 15 pages
Charge per exposure 10¢ after 15 pages
Handling charge
Minimum charge
MICROFILMING:
Service available no
Charges for a) positive
b) negative
BILLING PROCEDURE:
Invoice with material X
Invoice on ILL form
Payment in advance
Other
POSTAGE:
Do charge
No not charge X
SPECIAL COLLECTION STRENGTHS:
Education
SUSPENSION OF ILL SERVICE DURING
CHRISTMAS: No
DURING SUMMER: No
COMMENTS:

BOOKS:
Will lend X
Will not lend
Length of loan 2 weeks
Will renew Yes
Special restrictions

PERIODICALS:
Will lend No
Will not lend X
Lend if article exceeds pages
Photocopy in lieu of loan if article under pages

DISSERTATIONS:
Will lend X
Will not lend
Length of loan 2 weeks
Will renew Yes
Microfilm available from:
Our library No
University Microfilms since 1971

MASTER'S THESES:
Will lend X
Will not lend
Length of loan 2 weeks
Will renew

MICROFORMS:

	Will lend:	Will not lend:
cards	X	
Film	X	
Fiche	X	
Print	X	

GOVERNMENT PUBLICATIONS:

Depository:	Will lend:	Will not lend:
State	X	Selectively
U.S.	Partial	"
Canada	No	"
Gt. Britain	No	"
U.N.	No	"
Other		"

Length of Loan 2 weeks
Will renew Yes

SPECIAL MATERIALS:
Type
Will lend
Will not lend
Length of loan
Will renew

INTERLIBRARY LOAN POLICY

Interlibrary Loan Address: **Interlibrary Services Dept.**
Indiana University Libraries
Bloomington, IN 47405

Lending unit 812-335-8026
Borrowing unit-812-335-7746

TELEPHONE NO:
TWX NO: **NO**
NUC CODE: **IaU**
OCLC CODE: **IUL**
Photoduplication Address:
Same as above.

TELEPHONE NO: **Same as above.**
TWX NO: **NA**
TWX SERVICE:
Will accept loan requests **NA**
Will accept phocotocy requests **NA**
OCLC SERVICE:
Will accept loan requests **X**
Will accept photocopy requests **X**
Number of times symbol required in lender string **once**
SERVICE CHARGES:
No charge **see note below**
Charge per ILL transaction
PHOTOCOPY SERVICE: **see note below**
No charge up to **NA** pages
Charge per exposure **10¢ ***
Handling charge **+postage 1.50**
Minimum charge **$4.00**
MICROFILMING:
Service available **X**
Charges for a) positive **NA**
b) negative **.08 per frame ***
BILLING PROCEDURE:
Invoice with material **(varies for xerox & film)**
Invoice on ILL form **NA**
Payment in advance **NA**
Other **NA**
POSTAGE:
Do charge **X**
No not charge **NA**
SPECIAL COLLECTION STRENGTHS:

SUSPENSION OF ILL SERVICE DURING
CHRISTMAS: **week prior & week after**
DURING SUMMER: **NA**
COMMENTS: **Semester break - suspend service from branch libraries**

*** Microfilming: Minimum charge $7.50 plus $3.75 handling**

***Photocopy service: Will not copy more than 50 exposures for titles held at branch libraries. Must indicate CCG/CCL**

BOOKS:
Will lend **X(books in print lent selectively)**
Will not lend **NA**
Length of loan **3 weeks use**
Will renew **No renewals**
Special restrictions **NA**

PERIODICALS:
Will lend **NA**
Will not lend **X**
Lend if article exceeds **NA** pages
Photocopy in lieu of loan if article under **NA** pages
DISSERTATIONS:
Will lend **X (if circulating copy available**
Will not lend **NA**
Length of loan **3 weeks use**
Will renew **No renewals**
Microfilm available from:
Our library **NA**
University Microfilms since **1952**
MASTER'S THESES:
Will lend **X**
Will not lend **NA**
Length of loan **3 weeks use**
Will renew **NO RENEWALS**
MICROFORMS:

	Will lend:	Will not lend:
cards	X	
Film	X	
Fiche	X	
Print	X	

GOVERNMENT PUBLICATIONS:

Depository:	Will lend:	Will not lend:
State	**selectively**	
U.S.	"	
Canada	"	
Gt. Britain	"	
U.N.	"	
Other		

Length of Loan **3 weeks use**
Will renew **No renewals**
SPECIAL MATERIALS:
Type **Rare books/manuscripts**
Will lend **NA**
Will not lend **X**
Length of loan **NA**
Will renew **NA**
Special conditions: No reserves or holds accepted, no rush.

Service charges: Only for other libaries which charge for loans

INTERLIBRARY LOAN POLICY FOR INDIANA ONLY

Interlibrary Loan Address:
Interlibrary Loan Office
Purdue University Libraries
West Lafayette, IN 47907
TELEPHONE NO: 317-494-2801
TWX NO: None
NUC CODE: InLP
OCLC CODE: IPL
Photoduplication Address:

Same As Above

TELEPHONE NO: Same As Above
TWX NO: None
TWX SERVICE:
Will accept loan requests n/a
Will accept phocotocy requests n/a
OCLC SERVICE:
Will accept loan requests yes
Will accept photocopy requests yes
Number of times symbol required in lender string twice
SERVICE CHARGES:
No charge None
Charge per ILL transaction
PHOTOCOPY SERVICE: see below
No charge up to pages
Charge per exposure
Handling charge
Minimum charge
MICROFILMING:
Service available No
Charges for a) positive
b) negative
BILLING PROCEDURE:
Invoice with material priced on ILL form
Invoice on ILL form
Payment in advance
Other Wait for invoice from our Chief Accountant's Office
POSTAGE:
Do charge For expedited methods
No not charge For book rate loans or 1st class photocop
SPECIAL COLLECTION STRENGTHS: Engineering, Science, Agriculture
SUSPENSION OF ILL SERVICE DURING CHRISTMAS: Dec. 10 through Jan. 2
DURING SUMMER: no suspension of service
COMMENTS:

1. Indiana academic, public, and State government: 15 exposures free, 18 to 20 exposures $2, 10 cents each additional exposure after 20.
2. Indiana industries and businesses: 1-50 exposures $3; each additional exposure after 30: 10 cents each.
3. U.S. Government offices in Indiana: 1-50 exposures $5; 10 cents each additional exposure after 50.

BOOKS:
Will lend yes
Will not lend Special Collections, Resv., etc.
Length of loan one month from date of shipping
Will renew varies
Special restrictions Possibly depending on cond. of book, short-term policy for some loans, etc.
PERIODICALS:
Will lend no
Will not lend
Lend if article exceeds pages
Photocopy in lieu of loan if article under pages
DISSERTATIONS:
Will lend If we have non-archival loan copy
Will not lend archival or film copy
Length of loan Same as books
Will renew varies
Microfilm available from:
Our library photocopy for Master's
University Microfilms since 1952
MASTER'S THESES:
Will lend If we have non-archival loan copy
Will not lend archival copy
Length of loan Same as books
Will renew varies
MICROFORMS:

	Will lend:	Will not lend:
cards	X	
Film	X	
Fiche	X	
Print	X	

GOVERNMENT PUBLICATIONS:

Depository:	Will lend:	Will not lend:
State	no	
U.S.	Partial	
Canada	no	
Gt. Britain	no	
U.N.	no	
Other		

Length of Loan varies
Will renew varies
SPECIAL MATERIALS:
Type
Will lend
Will not lend
Length of loan
Will renew

Interlibrary Loan Policy for Indiana Only

INTERLIBRARY LOAN INFORMATION SHEET

Name of Library: UNIVERSITY OF NOTRE DAME LIBRARY Date: July 1981

Address: INTERLIBRARY LOAN OFFICE/MEMORIAL LIBRARY/UNIVERSITY OF NOTRE DAME
NOTRE DAME, INDIANA 46556

TWX: _____

BOOKS:
Lend? Yes XX No
Exceptions RARE/REFERENCE
Length of Loan 2 WEEKS
Renewable USUALLY
Charge per item NO CHARGE FOR LOANS

PERIODICALS:
Lend? Yes ___ No XXX
Length of Loan _____
Lend if article exceeds _____ pages

DISSERTATIONS:
Lend? Yes pre52 No post'52 through Univ.Micro-
Length of Loan 2 WEEKS films
Renewable USUALLY
Reproduction allowed NO COPYING WHATSOEVER

MASTER'S THESES:
Lend? Yes XX No ___
Length of Loan 2 WEEKS
Renewable USUALLY
Reproduction allowed NO

MICROFORMS:

	Will lend	Will not lend
Cards	XXXX	____
Films	XXXX	____
Fiche	XXXX	____

Length of Loan 2 WEEKS

NEWSPAPERS:
Lend microfilm? Yes XXX No ___
Lend paper? Yes ___ NoXXXX
Exceptions _____
Length of Loan 2 WEEKS

MAPS:
Lend? Yes ___ No ___
Length of Loan _____
Renewable _____
Reproduction allowed _____

GOVERNMENT DOCUMENTS:

	Will lend	Will not lend
State	____	____
U.S.	____	____

Length of loan _____
U.S. depository since _____
State depository since _____

AUDIOVISUAL MATERIALS:
Phono Albums
Lend? Yes ___ No XXX
Length of Loan _____
Renewable _____
Cassette Tapes
Lend? Yes ___ No XX
Length of Loan _____
Renewable _____
16 mm films
Lend? Yes ___ No XX
Length of Loan _____
Renewable _____

PHOTOCOPY SERVICE:
No charge up to _____ exposures
Charge per exposure .10
Handling charge 2.00
Minimum charge _____
Charge for cost estimate no charge for est
Automatic copy of less than ___ pages
Time required for process 2-3 days

MICROFILMING:
Service available _____
Charge per frame _____
Handling charge _____
Minimum charge _____

SERVICE CHARGE:
NO SERVICE CHARGE FOR LOANS

BILLING PROCEDURE:
Invoiced with material YES
Invoiced later _____
Invoiced on ILL form _____
Payment in advance _____
Other charges _____

OTHER:
Services suspended during Christmas
from DECEMBER 10
to JANUARY 5 every year

INTERLIBRARY LOAN POLICY

Interlibrary Loan Address: **Interlibrary Loan**
Indiana STate Library
140 N. Senate Ave
Indianapolis, IN 46204

TELEPHONE NO: (317) 232-3728
TWX NO: 810-341-3134
NUC CODE: IN
OCLC CODE: ISL
Photoduplication Address:
Interlibarary Loan
Indiana State Library
140 N. Senate Ave. Indpls., IN 46204
TELEPHONE NO: (317) 232-3728
TWX NO: 810-341-3134
TWX SERVICE: **yes**
Will accept loan requests yes
Will accept phocotocy requests yes
OCLC SERVICE:
Will accept loan requests yes
Will accept photocopy requests yes
Number of times symbol required in lender string 1
SERVICE CHARGES:
No charge X
Charge per ILL transaction
PHOTOCOPY SERVICE:
No charge up to pages
Charge per exposure 25¢
Handling charge none
Minimum charge none
MICROFILMING:
Service available no
Charges for a) positive
b) negative
BILLING PROCEDURE:
Invoice with material X
Invoice on ILL form
Payment in advance
Other
POSTAGE:
Do charge **out of state libraries**
No not charge
SPECIAL COLLECTION STRENGTHS:

SUSPENSION OF ILL SERVICE DURING CHRISTMAS: **X**
DURING SUMMER:
COMMENTS: **Newspaper section service suspended during Xmas from mid-Dec to early Jan.**

BOOKS:
Will lend X
Will not lend X listed below
Length of loan 30 days
Will renew X
Special restrictions Genealogy, archives or single copies of Indiana material
PERIODICALS: do not circulate.
Will lend In state only
Will not lend Single copies of Ind. Jrnls
Lend if article exceeds pages
Photocopy in lieu of loan if article under pages
DISSERTATIONS: **Occasionally lend on**
Will lend Indiana topics
Will not lend
Length of loan
Will renew
Microfilm available from:
Our library
University Microfilms since
MASTER'S THESES: **N/A**
Will lend
Will not lend
Length of loan
Will renew
MICROFORMS:

	Will lend:	Will not lend:
cards		
Film	X	
Fiche	X	
Print		

GOVERNMENT PUBLICATIONS:

Depository:	Will lend:	Will not lend
State	X	X if own multiple copies
U.S.	X	X limited in state
Canada		
Gt. Britain		
U.N.		
Other		

Length of Loan U.S. 2 wks State 30 days
Will renew U.S. no, State if no other requests
SPECIAL MATERIALS:
Type
Will lend
Will not lend
Length of loan
Will renew

APPENDIX M

RESOURCE SHARING MANUAL
COMMENT AND REVISION FORM

1. Errors/typos. (Please note below with specific page references).

2. Additional information. (Please note below additional items or areas that you think this manual should include).

3. Amendments/deletions. (Please note below, with specific references, parts of this manual needing revison or deletions.)

4. Other comments.

RETURN TO:
Network Coordinating Commitee
c/o Extension Division
Indiana State Library
140 N. Senate Ave.
Indianapolis, IN 46204

FROM:

(name)

(library)

(address)

APPENDIX N

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(NOTE: Also on file in Extension are state ILL guidelines from the following states: Florida, Illinois, Pennsylvania, South Dakota, Texas, and Wisconsin.)